

MTAC

Visibility and Service Performance



Robert Cintron
Moderator

November 19, 2014



Standard Mail 10:30 - 11:45



Agenda

- **What is the Intelligent Mail Enterprise mentioned in the January 2015 PostalOne! Release notes, and what does it mean to mailers? (Steve – call and explain IME to RC)**
- **Visibility**
 - **Industry measured Standard mail visibility is DECREASING. Why?**
 - **Carrier Route visibility report. What gets tracked, what doesn't, and how can we close the visibility gaps in this (Who owns this report?)**
- **Addressing**
 - **Not new but never resolved – Move Update Requirement: MLNA, BCNO, COAS to Foreign Addresses – Still vague, need clarification. See Standard Mail Pulse report for details**
 - **Temporarily Away as it pertains to Microstrategy Reporting and Assessments**

MAIL EXCLUDED FROM MEASUREMENT

What is the result of the requested review of the metrics presented by Steve Dearing at August MTAC focus session regarding mail excluded from measurement? Industry is not seeing these issues on their Mailer Scorecards.

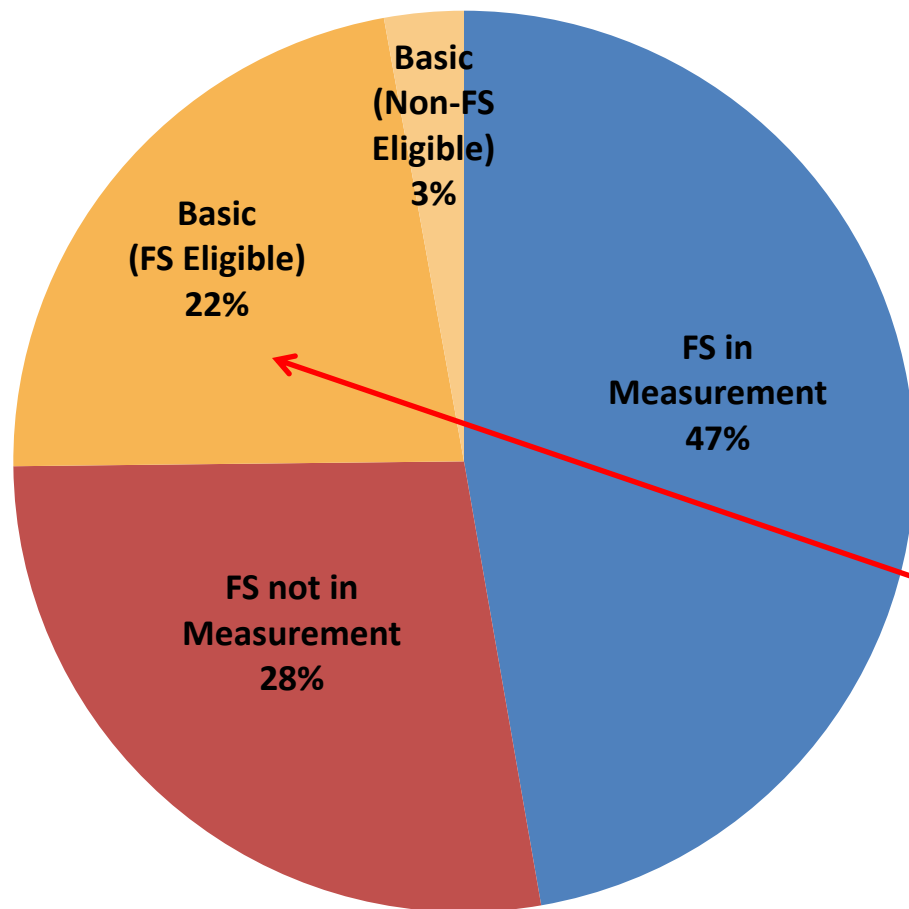
- Mailers will receive visibility into the reasons their Mail is excluded from Service Performance Measurement as part of Mailer Scorecard enhancement scheduled for Full Service Release 19 on Jan 25, 2015.
- Need Update from MEPT/BMS on progress regarding Mailer outreach to resolve top Mailer exclusions.

Mail Not In Measurement

Exclusion Reason Descriptions

Exclusion Reason	Exclusion Description	Mailer Attributed
Invalid Entry Point for Entry Discount (FAST MDF)	Entry Point for Entry Discount claimed in eDoc is invalid for the entry point and destination of the mail	Y
Incorrect Entry Facility	eDoc entry facility does not match the facility specified in the associated FAST Appointment	Y
Non-Unique IMb	eDoc contains mail pieces with a non-unique IMb	Y
Undeliverable-as-Addressed / PARS	Undeliverable-as Addressed (UAA) mail as indicated by ACS and/or PARS operation when mail piece is processed	Y
Inaccurate Scheduled Ship Date	eDoc scheduled ship date time is 48+ hours earlier than the postage statement finalization date time	Y
FAST Appointment Irregularity	Irregularity with the mailing/trip captured by FAST (e.g. contents not matching 8125)	Y
Non-Unique Physical IMcb	Physical containers with non-unique IMcb on the placard	Y
Orphan Handling Unit	Mail piece associated to an Orphan Handling Unit not inducted at a BMEU	Y
Non-Compliant	Mail identified as non-compliant due to inaccuracies in mail prep	Y
No Piece Scan	No automation scan observed for the mail piece	N
No Start-the-Clock	Lack of a container unload scan or inability to identify the FAST appointment associated to the container	N
Long Haul	Mail verified at a DMU then transported by USPS to a mail processing facility in a different district than the DMU	N
Inconsistent SPM data	Mail piece received inconsistent scan events when calculating SPM (container/mail piece scans not in chronological order)	N
Excluded ZIPs	Excluded from SPM due to 3 digit delivery ZIPs that are not measured	N

47% of Standard Letters Commercial Mail Volume is in measurement

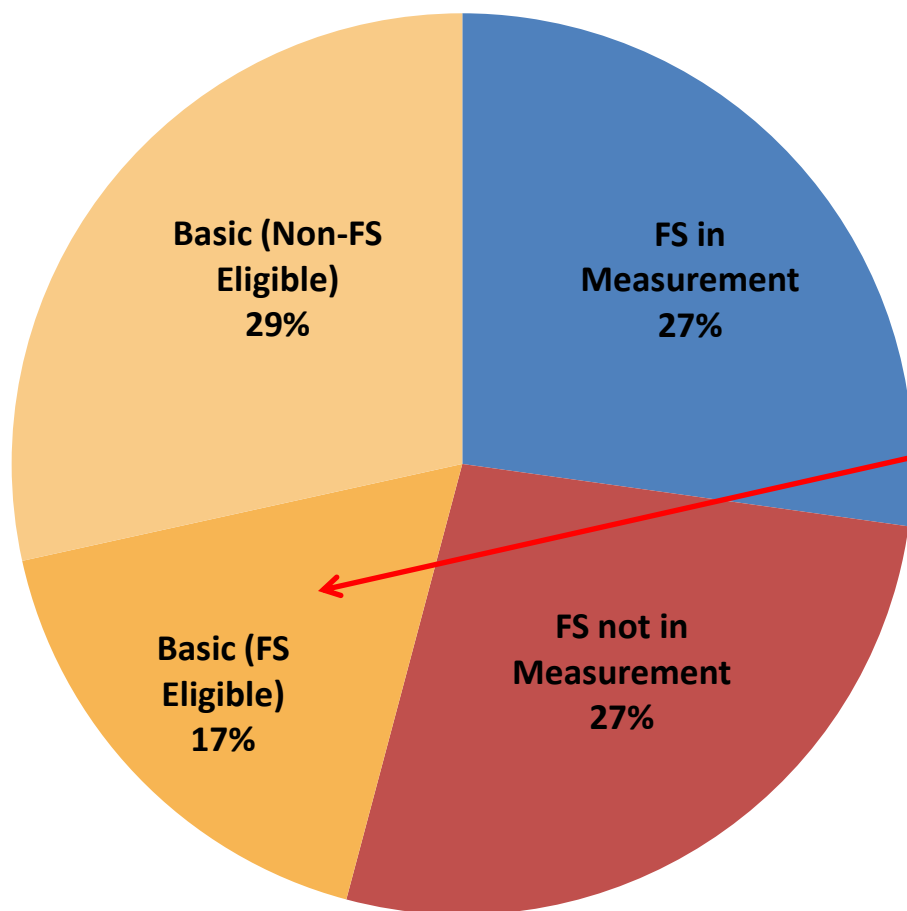


Basic (FS Eligible) volume breakdown:

- 57% FS Mailers in Measurement
- 3% FS Mailers in Monitoring
- 40% Basic Mailers

October 2014

27% of Standard Flats Commercial Mail Volume is in measurement

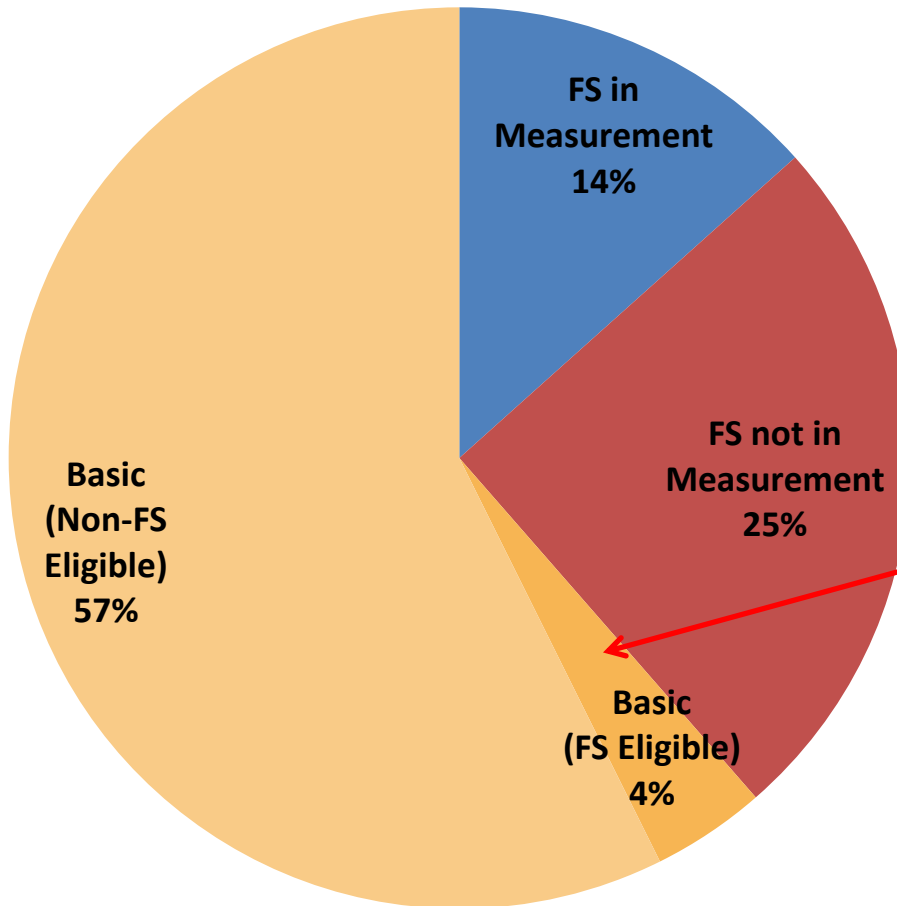


Basic (FS Eligible) volume breakdown:

- 54% FS Mailers in Measurement
- 2% FS Mailers in Monitoring
- 44% Basic Mailers

October 2014

14% of BPM Flats Commercial Mail Volume is in measurement



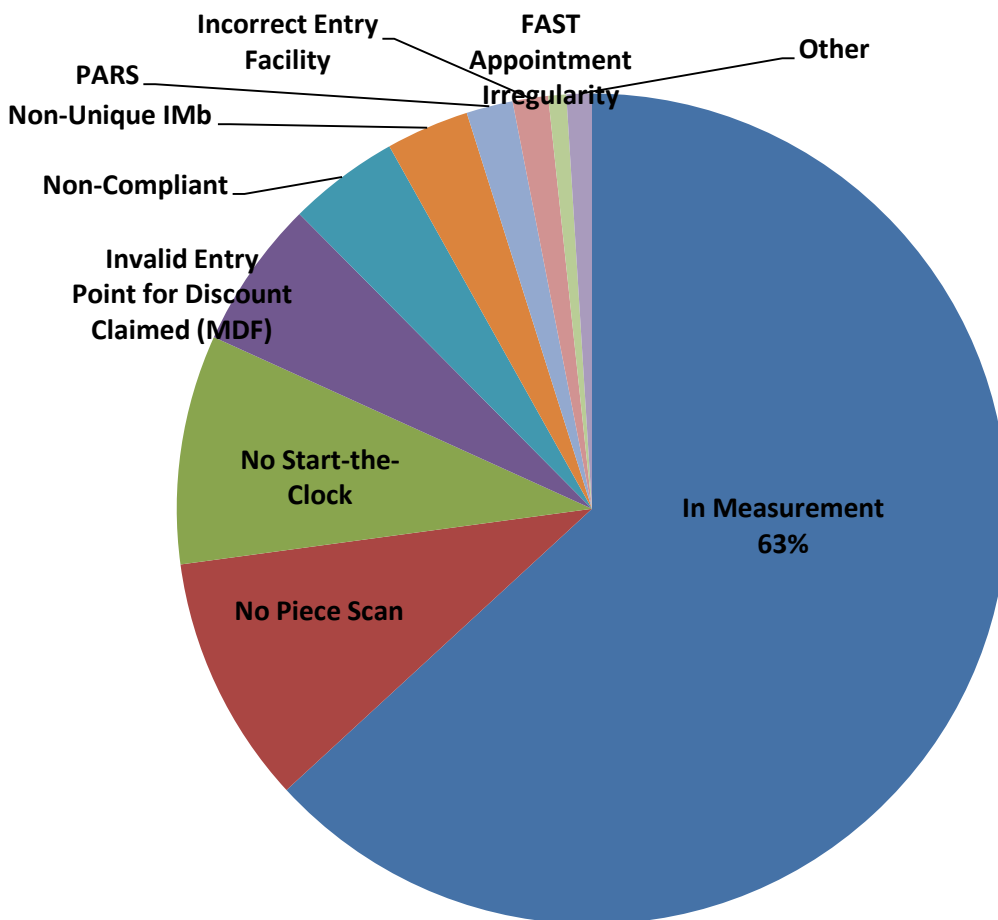
Basic (FS Eligible) volume breakdown:

- 97% FS Mailers in Measurement
- 0% FS Mailers in Monitoring
- 3% Basic Mailers

October 2014

Standard Mail® (Letters)

Volume Not In Measurement



October 2014

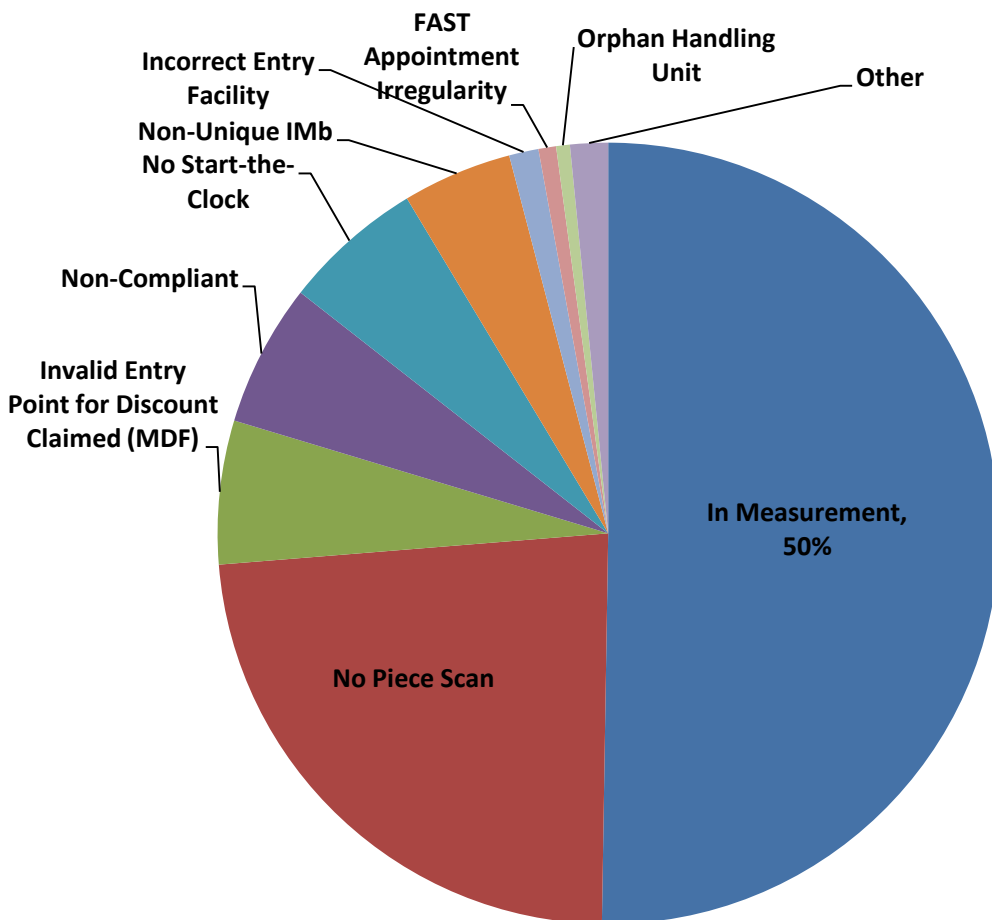
Attributed to Mailers	48.95%
Unable to attribute to Mailers	51.05%

Exclusion Breakdown

Reason	% of Excluded	% of Total
No Piece Scan	26.33%	9.70%
Auto Zone	22.46%	8.27%
Non-Auto Zone	3.87%	1.43%
No Start-the-Clock	24.22%	8.92%
Invalid Entry Point for Discount Claimed (MDF)	15.68%	5.78%
Non-Compliant	11.74%	4.33%
Non-Unique IMb	8.78%	3.24%
PARS	4.91%	1.81%
Incorrect Entry Facility	3.75%	1.38%
FAST Appointment Irregularity	1.90%	0.70%
Non-Unique Physical IMcb	1.14%	0.42%
Other	1.54%	0.57%

Standard Mail® (Flats)

Volume Not In Measurement

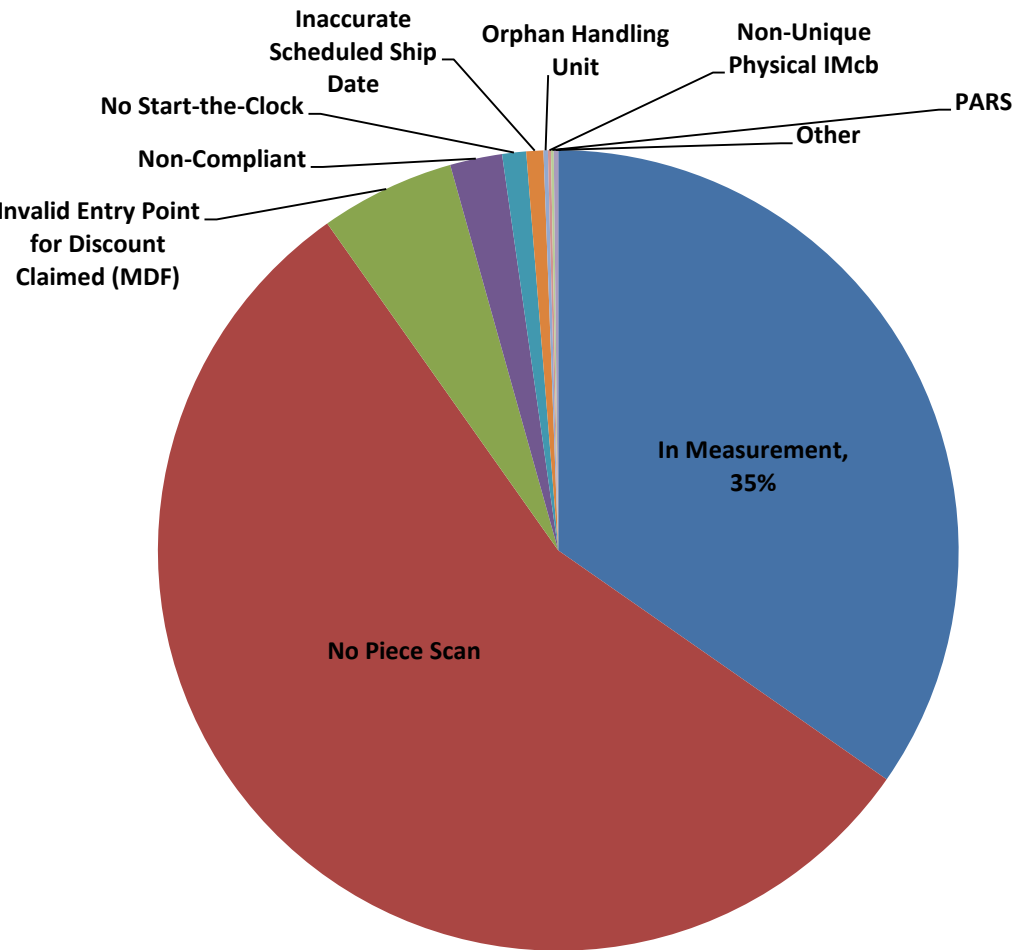


October 2014

Attributed to Mailers	40.61%
Unable to attribute to Mailers	59.39%

Exclusion Breakdown

Reason	% of Excluded	% of Total
No Piece Scan	47.17%	23.46%
Invalid Entry Point for Discount Claimed (MDF)	11.94%	5.94%
Non-Compliant	11.87%	5.91%
No Start-the-Clock	11.70%	5.82%
Non-Unique IMb	9.11%	4.53%
Incorrect Entry Facility	2.45%	1.22%
FAST Appointment Irregularity	1.47%	0.73%
Orphan Handling Unit	1.14%	0.57%
Non-Unique Physical IMcb	0.82%	0.41%
Other	2.33%	1.16%



Attributed to Mailers	13.49%
Unable to attribute to Mailers	86.51%

Exclusion Breakdown

Reason	% of Excluded	% of Total
No Piece Scan	85.01%	55.52%
Invalid Entry Point for Discount Claimed (MDF)	8.33%	5.44%
Non-Compliant	3.23%	2.11%
No Start-the-Clock	1.48%	0.97%
Inaccurate Scheduled Ship Date	1.05%	0.69%
Orphan Handling Unit	0.27%	0.18%
Non-Unique Physical IMcb	0.19%	0.12%
PARS	0.17%	0.11%
Non-Unique IMb	0.11%	0.07%
Other	0.16%	0.11%

Mailer Scorecard

OCTOBER 2014



Execution Time: 11/6/2014 3:46:38 PM

Verifications

Mailer Profile

Electronic Verification

eInduction

Seamless

SPM

Mail Product First Class Mail Letters ▼

SPM

eDoc Submitter	4559438 RR DONNELLEY - LAS VEGAS	5120024 RR DONNELLEY - HYDE PARK
Exclusion Reason		
Total Full Service Volume for SPM	1,785,163	83,910
% Excluded due to Mailer Attributable Error	1.59%	2.55%
PARS Threshold Failure	85.13%	72.41%
Incorrect Entry Facility	4.31%	8.80%
Non-Unique IMb	2.00%	5.73%
Invalid Entry Point for Discount Claimed	6.51%	9.81%
FAST Appointment Irregularity	2.05%	1.30%
Inaccurate Scheduled Ship Date	--	1.95%

Targeting January Release

Legend

Percentage metric value has improved by more than 5% from previous month

Percentage metric value has declined by more than 5% from previous month

Exceeds Threshold

[View Thresholds](#)

[Export All to Excel](#)

[Export All to PDF](#)

In October 2014, 8.92% of the Nation's Full-Service **Standard Letters** were excluded due to a lack of container unload scan

#	Area	Excluded Pieces	% of Nation's Exclusions	% of Area's Volume Excluded
1	WESTERN	139,303,885	19.40%	10.32%
2	SOUTHERN	122,644,310	17.08%	7.84%
3	GREAT LAKES	103,873,550	14.47%	10.28%
4	EASTERN	100,996,274	14.07%	7.89%
5	PACIFIC	96,630,786	13.46%	9.59%
6	NORTHEAST	80,723,911	11.24%	8.80%
7	CAPITAL METRO	73,725,663	10.27%	8.02%

In October 2014, 8.92% of the Nation's Full-Service **Standard Letters were excluded due to a lack of container unload scan**

#	Facility	SV Site	District	Area	Excluded Pieces	% of Nation's Exclusions	% of Facility's Volume Excluded
1		Y		PACIFIC	21,918,105	3.05%	25.81%
2		Y		NORTHEAST	15,151,164	2.11%	22.45%
3		Y		WESTERN	14,477,548	2.02%	21.04%
4		Y		WESTERN	13,924,590	1.94%	23.27%
5		Y		PACIFIC	13,900,936	1.94%	38.02%
6		Y		GREAT LAKES	13,840,357	1.93%	76.55%
7		Y		WESTERN	13,835,290	1.93%	21.04%
8		Y		PACIFIC	12,453,949	1.74%	20.60%
9		Y		WESTERN	11,305,563	1.58%	23.20%
10		Y		GREAT LAKES	11,231,821	1.56%	27.83%
11		Y		EASTERN	10,972,522	1.53%	20.97%
12		Y		GREAT LAKES	10,493,668	1.46%	23.86%
13		Y		WESTERN	10,316,306	1.44%	14.97%
14		Y		EASTERN	10,051,551	1.40%	16.64%
15		Y		EASTERN	9,921,571	1.38%	24.12%
16		Y		SOUTHERN	9,398,685	1.31%	20.07%
17		Y		WESTERN	9,186,261	1.28%	28.93%
18		Y		GREAT LAKES	9,146,896	1.27%	15.54%
19		Y		SOUTHERN	9,100,248	1.27%	15.26%
20		Y		EASTERN	9,048,214	1.26%	23.71%

In October 2014, 5.82% of the Nation's Full-Service **Standard Flats** were excluded due to a lack of container unload scan

#	Area	Excluded Pieces	% of Nation's Exclusions	% of Area's Volume Excluded
1	PACIFIC	38,920,203	27.57%	10.60%
2	GREAT LAKES	21,964,880	15.56%	7.05%
3	EASTERN	18,429,485	13.06%	4.89%
4	WESTERN	18,307,025	12.97%	4.61%
5	SOUTHERN	15,701,990	11.12%	4.00%
6	NORTHEAST	15,522,961	11.00%	4.97%
7	CAPITAL METRO	12,301,236	8.72%	4.58%

In October 2014, 5.82% of the Nation's Full-Service **Standard Flats were excluded due to a lack of container unload scan**

#	Facility	SV Site	District	Area	Excluded Pieces	% of Nation's Exclusions	% of Facility's Volume Excluded
1		Y		PACIFIC	7,272,369	5.18%	23.07%
2		Y		PACIFIC	5,120,192	3.65%	37.82%
3		Y		PACIFIC	4,296,573	3.06%	15.31%
4		Y		PACIFIC	4,239,429	3.02%	19.96%
5		Y		EASTERN	4,136,174	2.95%	29.86%
6		Y		GREAT LAKES	3,852,438	2.74%	22.19%
7		Y		GREAT LAKES	3,253,038	2.32%	21.05%
8		Y		PACIFIC	2,768,344	1.97%	10.64%
9		Y		PACIFIC	2,708,356	1.93%	14.25%
10		Y		GREAT LAKES	2,515,072	1.79%	11.08%
11		Y		NORTHEAST	2,327,677	1.66%	16.02%
12		Y		WESTERN	2,290,225	1.63%	5.93%
13		Y		PACIFIC	2,255,397	1.61%	15.88%
14		Y		NORTHEAST	2,237,067	1.59%	9.63%
15		Y		NORTHEAST	2,210,813	1.57%	15.62%
16		Y		GREAT LAKES	2,085,746	1.49%	12.05%
17		Y		WESTERN	2,051,376	1.46%	7.62%
18		N		CAPITAL METRO	2,047,236	1.46%	28.93%
19		Y		EASTERN	2,038,302	1.45%	10.31%
20		Y		PACIFIC	2,013,009	1.43%	11.32%

In October 2014, 4.33% of the Nation's Full-Service **Standard Letters were excluded due to Non-Compliant Mailers identified by the field**

#	Mailer	Excluded Pieces	% of Nation's Exclusions	% of Mailer's Volume Excluded
1	[REDACTED]	52,305,883	53.00%	100.00%
2	[REDACTED]	8,654,903	8.77%	100.00%
3	[REDACTED]	5,878,162	5.96%	100.00%
4	[REDACTED]	5,863,823	5.94%	100.00%
5	[REDACTED]	4,912,285	4.98%	100.00%
6	[REDACTED]	4,871,822	4.94%	100.00%
7	[REDACTED]	743,816	0.75%	100.00%
8	[REDACTED]	717,591	0.73%	100.00%
9	[REDACTED]	502,646	0.51%	100.00%

Note: Grouped by eDoc Submitter CRID

In October 2014, 5.91% of the Nation's Full-Service **Standard Flats were excluded due to Non-Compliant Mailers identified by the field**

#	Mailer	Excluded Pieces	% of Nation's Exclusions	% of Mailer's Volume Excluded
1		57,075,176	23.25%	100.00%
2		52,052,670	21.20%	100.00%
3		39,639,199	16.15%	100.00%
4		26,990,696	11.00%	100.00%
5		21,509,196	8.76%	100.00%
6		19,712,531	8.03%	100.00%
7		9,291,278	7.86%	100.00%
8		4,884,748	1.99%	100.00%
9		671,467	0.27%	100.00%
10		217,634	0.09%	100.00%
11		103,349	0.04%	100.00%
12		30,621	0.01%	100.00%
13		13,434	0.01%	100.00%

Note: Grouped by eDoc Submitter CRID

In October 2014, 3.24% of the Nation's Full-Service **Standard Letters were excluded due to non-unique IMb on mailpieces**

#	Mailer	Excluded Pieces	% of Nation's Exclusions	% of Mailer's Volume Excluded
1		7,517,243	9.18%	5.28%
2		3,141,450	3.84%	1.95%
3		2,589,561	3.16%	29.41%
4		1,967,070	2.40%	7.39%
5		1,932,202	2.36%	0.88%
6		1,787,629	2.18%	100%
7		1,742,668	2.13%	100%
8		1,660,640	2.03%	94.03%
9		1,659,285	2.03%	28.25%
10		1,530,823	1.87%	12.55%
11		1,512,811	1.85%	99.45%
12		1,179,334	1.44%	7.65%
13		1,105,598	1.35%	2.99%
14		997,893	1.22%	7.67%
15		953,789	1.16%	89.54%
16		951,106	1.16%	57.66%
17		879,921	1.07%	54.36%
18		862,499	1.05%	81.43%
19		844,647	1.03%	96.74%
20		839,938	1.03%	65.89%

Note: Grouped by eDoc Submitter CRID's corporate entity

In October 2014, 4.53% of the Nation's Full-Service **Standard Flats were excluded due to non-unique IMb on mailpieces**

#	Mailer	Excluded Pieces	% of Nation's Exclusions	% of Mailer's Volume Excluded
1		2,120,026	8.13%	1.70%
2		1,694,068	6.50%	26.81%
3		1,631,587	6.26%	90.92%
4		1,209,897	4.64%	100.00%
5		914,543	3.51%	98.30%
6		708,534	2.72%	98.67%
7		702,477	2.69%	0.14%
8		674,873	2.59%	94.67%
9		634,523	2.43%	17.05%
10		629,746	2.41%	42.68%
11		626,044	2.40%	86.99%
12		600,387	2.30%	40.74%
13		585,693	2.25%	100.00%
14		566,341	2.17%	56.87%
15		541,194	2.08%	79.08%
16		500,198	1.92%	69.68%
17		445,462	1.71%	45.48%
18		443,954	1.70%	42.47%
19		387,914	1.49%	88.32%
20		386,744	1.48%	76.73%

Note: Grouped by eDoc Submitter CRID's corporate entity

In October 2014, 1.81% of the Nation's Full-Service **Standard Letters were excluded due to Undeliverable-as-Addressed (UAA) mail indicated by ACS or PARS operation**

#	Mailer	Excluded Pieces	% of Nation's Exclusions	% of Mailer's Volume Excluded
1		4,525,630	9.35%	2.70%
2		4,090,772	8.45%	7.06%
3		3,941,754	8.14%	1.79%
4		3,459,282	7.14%	4.20%
5		3,137,315	6.48%	1.94%
6		2,672,800	5.52%	1.89%
7		2,623,723	5.42%	24.63%
8		1,977,044	4.08%	2.00%
9		1,863,130	3.85%	1.31%
10		1,387,862	2.87%	11.38%
11		1,246,707	2.57%	2.13%
12		917,958	1.90%	2.79%
13		769,705	1.59%	1.51%
14		660,850	1.36%	0.63%
15		417,088	0.86%	0.90%
16		408,364	0.84%	1.52%
17		400,138	0.83%	2.41%
18		367,707	0.76%	11.26%
19		343,029	0.71%	7.67%
20		340,922	0.70%	3.90%

Note: Grouped by eDoc Submitter CRID's corporate entity

Invalid Entry Point for Entry Discount

FAST Mail Directions by Discount Type

In October 2014, 5.78% of the Nation's Full-Service **Standard Letters** were excluded due to an invalid eDoc entry point for entry discount for the entry location and destination

#	Discount Type	Excluded Pieces	% of Nation's Exclusions	% of Discount Type's Volume Excluded
1	DNDC	49,311,994	54.68%	21.91%
2	DSCF	40,565,141	44.98%	3.04%
3	DDU	287,678	0.32%	74.33%
4	ADC	17,792	0.02%	100%

Invalid Entry Point for Entry Discount

FAST Mail Directions by Discount Type

In October 2014, 5.94% of the Nation's Full-Service **Standard Flats** were excluded due to an invalid eDoc entry point for entry discount for the entry location and destination

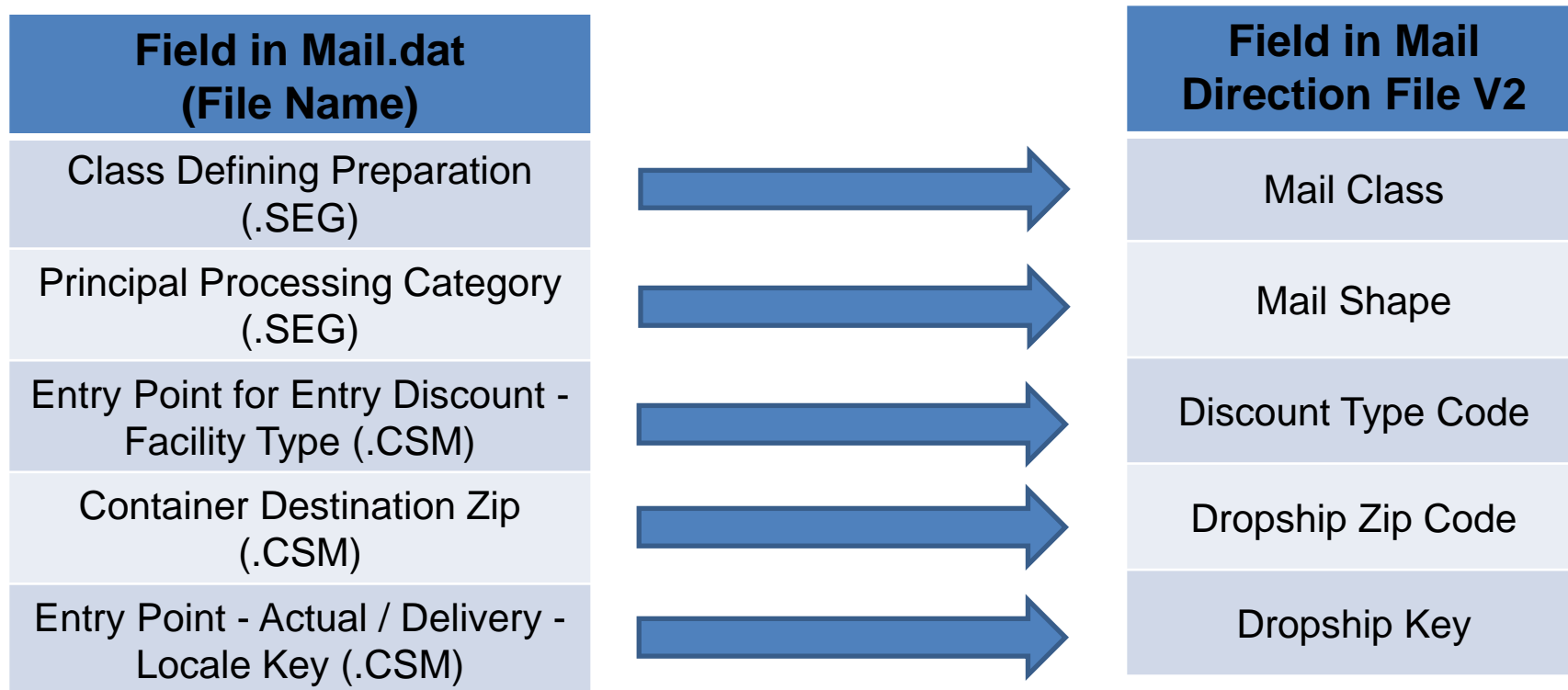
#	Discount Type	Excluded Pieces	% of Nation's Exclusions	% of Discount Type's Volume Excluded
1	DSCF	14,469,821	51.22%	3.47%
2	DNDC	13,625,703	48.23%	23.90%
3	DDU	150,018	0.53%	14.83%
4	ADC	6,235	0.02%	100%

Accuracy of key eDoc attributes drives two top exclusions for service measurement:

Exclusion	Key eDoc Attributes	Applies to
Invalid Entry Point for Entry Discount (MDF)	Entry Point - Actual / Delivery - Locale Key (.CSM)	Destination entry mail
	Entry Point for Entry Discount - Facility Type (.CSM)	
	Container Destination Zip (.CSM)	
Incorrect Entry Facility Exclusion	Entry Point - Actual / Delivery - Locale Key (.CSM)	Destination entry mail
	Entry Point for Entry Discount - Postal Code	Origin verified Mailer transported mail

Subsequent slides elaborate how these attributes are validated when assessing exclusions

eDoc is validated against the FAST Mail Direction File (MDF) V2 to determine if mail was entered at the appropriate facility for the destination ZIP and the discount type



Entry Point for Entry Discount Facility Type field in the mail.dat CSM file must match the Discount type in the FAST MDF v2

Mail.dat IdeAlliance Spec sample below (CSM file)

CONTAINER SUMMARY RECORD, continued

Field Name	Position	Length	Data Type	Field Code	Description																								
Entry Point for Entry Discount - Facility Type	50 - 51	2*	A/N	CSM-1106	<p>Entry Point for Container Handling, used for container entry charge. The type of facility where the container is planned to enter. In some cases, this is a description of the transportation work-sharing potential. For many List Processors, "Not-determined" is the option.</p> <p>B = DNDC A = ASF S = DSCF D = DDU H = Tran Hub R = DADC O = Origin T = Orig(T-Hub Sq) N = Not-determined K = Origin NDC L = Origin ASF J = Origin ADC Q = Origin AMF W = DFSS E = Origin DU Y = Origin FSS OT = Other C = Origin SCF</p> <div><p>Example:</p><table><tr><th>Drop Ship</th><th>Zone Skip</th><th>DMU Entry</th><th>BMEU Entry</th></tr><tr><td>B = DNDC</td><td>K = Origin NDC</td><td>O = Origin</td><td>K = Origin NDC</td></tr><tr><td>R = DADC</td><td>L = Origin ASF</td><td></td><td>L = Origin ASF</td></tr><tr><td>S = DSCF</td><td>J = Origin ADC</td><td></td><td>J = Origin ADC</td></tr><tr><td>D = DDU</td><td>C = Origin SCF</td><td></td><td>C = Origin SCF as appropriate</td></tr><tr><td></td><td>E = Origin DU as appropriate</td><td></td><td>E = Origin DU as appropriate</td></tr></table></div> <p>In the above "values", Origin XXXX (C, E, J, K, L, M, Q) is used to describe the facility of a specific type (XXXX), which is not the destination XXXX, but rather the XXXX facility where mail is entering the USPS channel for induction.</p>	Drop Ship	Zone Skip	DMU Entry	BMEU Entry	B = DNDC	K = Origin NDC	O = Origin	K = Origin NDC	R = DADC	L = Origin ASF		L = Origin ASF	S = DSCF	J = Origin ADC		J = Origin ADC	D = DDU	C = Origin SCF		C = Origin SCF as appropriate		E = Origin DU as appropriate		E = Origin DU as appropriate
Drop Ship	Zone Skip	DMU Entry	BMEU Entry																										
B = DNDC	K = Origin NDC	O = Origin	K = Origin NDC																										
R = DADC	L = Origin ASF		L = Origin ASF																										
S = DSCF	J = Origin ADC		J = Origin ADC																										
D = DDU	C = Origin SCF		C = Origin SCF as appropriate																										
	E = Origin DU as appropriate		E = Origin DU as appropriate																										

Container Destination ZIP in mail.dat CSM file must match the Destination ZIP Code in the FAST MDF V2

Mail.dat IdeAlliance Spec sample below (CSM file)

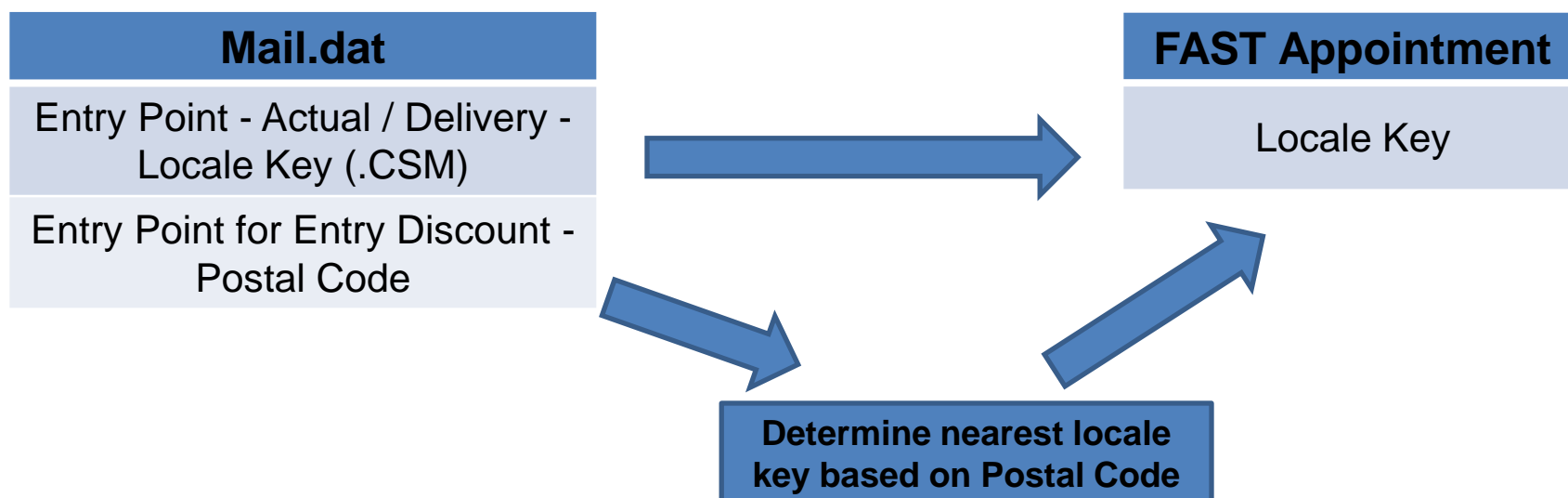
Destination ZIP Codes should be used and NOT the 'Label Container to'

CONTAINER SUMMARY RECORD, continued

Field Name	Positions	Length	Data Type	Field Code
Container ID	15 - 20	6*k	N	CSM-1006
Display Container ID	21 - 26	6*	A/N	CSM-1101
Container Grouping Description	27 - 35	9	A/N	CSM-1102
Container Destination Zip	36 - 41	6*	A/N	CSM-1103
Container Level	42 - 43	2*	A/N	CSM-1104

Labeling Lists	
< Back	
L007 5-Digit Scheme - Periodicals, Standard Mail, and Package Services Flats in Bundles	
<p>L007 describes the 5-digit scheme sortation list for automation rate (see 345.7.0 for Standard Mail, 365.7.0 for Bound Printed Matter, and 707.25.0 for Periodicals) and cobundled automation and Presorted rate (see 705.11.0) Periodicals and Standard Mail flat-size pieces and Presorted rate Bound Printed Matter (BPM), Media Mail, and Library Mail flat-size pieces that meet the automation criteria under 301.3.0. The pieces within the scheme bundles are processed in the same operation and therefore are not required to be prepared in individual 5-digit bundles.</p> <p>When the 5-digit scheme sort is used, mail for the 5-digit ZIP Codes shown in Column A must be combined in bundles for all combinations for which mail exists and density dictates. All 5-digit scheme bundles must include the appropriate OEL under 708.7.0, which must contain the 5-digit ZIP Code listed in Column B.</p> <p>5-digit scheme sacks containing 5-digit scheme bundles must be labeled to the corresponding destination in Column B.</p>	
Column A Destination ZIP Codes	Column B Label Container To
01001, 01030, 01089	Agawam MA 01001
01007, 01077, 01085	Belchertown MA 01007
01013, 01020, 01022	Chicopee MA 01013
01027, 01060, 01062	Easthampton MA 01027
01028, 01106, 01118	East Longmeadow MA 01028
01036, 01056, 01095, 01128, 01151	Wilbraham MA 01095
01040, 01075	Holyoke MA 01040
01420, 01532	Fitchburg MA 01420
01453, 01520	Leominster MA 01453
01501, 01527, 01586, 01602, 01612	Auburn MA 01501
01545, 01581	Shrewsbury MA 01545
01603, 01606, 01609, 01611	Worcester MA 01603
01605, 01607, 01608, 01610	Worcester MA 01607
01702-01705	FRAMINGHAM MA 01702
01719, 01720	BOXBOROUGH MA 01719
01721, 01746, 01757	Ashland MA 01721
01730, 01731	BEDFORD MA 01730
01748, 01752	Hopkinton MA 01748
01801, 01864, 01888	WOBURN MA 01801
01821, 01822, 01862	BILLERICA MA 01821
01826, 01876	Dracut MA 01826
01830-01832, 01835	Haverhill MA 01830
01833, 01834, 01844	Georgetown MA 01833
01840-01843, 01940	Lawrence MA 01840
01845, 01886	North Andover MA 01845
01850-01854	LOWELL MA 01850
01867, 01880	READING MA 01867

eDoc Entry Point Locale Key in the CSM file is validated against the FAST Appointment Locale Key to determine if the mail entry location is consistent



- When locale key is not provided in eDoc, the likely facility is determined based on Postal Code
- **To reduce this exclusion, it is recommended that a locale key always be provided in eDoc**

Invalid Entry Point for Entry Discount FAST Mail Directions

In October 2014, 5.78% of the Nation's Full-Service **Standard Letters were excluded due to an invalid eDoc entry point for entry discount for the entry location and destination**

#	Mailer	Excluded Pieces	% of Nation's Exclusions	% of Mailer's Volume Excluded
1		10,748,959	11.92%	7.55%
2		4,446,313	4.93%	2.02%
3		3,892,747	4.32%	2.32%
4		3,831,238	4.25%	2.37%
5		3,265,653	3.62%	3.30%
6		2,242,816	2.49%	1.59%
7		2,121,227	2.35%	2.02%
8		2,113,270	2.34%	3.62%
9		1,984,409	2.20%	2.41%
10		1,899,721	2.11%	29.21%
11		1,695,573	1.88%	3.67%
12		1,371,417	1.52%	19.33%
13		1,284,744	1.42%	2.52%
14		1,190,743	1.32%	23.57%
15		1,151,056	1.28%	2.92%
16		1,139,394	1.26%	4.23%
17		1,120,044	1.24%	5.72%
18		1,107,098	1.23%	29.65%
19		1,060,019	1.18%	3.22%
20		972,882	1.08%	2.60%

Note: Grouped by eDoc Submitter CRID's corporate entity

Invalid Entry Point for Entry Discount Examples

In October 2014, 5.78% of the Nation's Full-Service **Standard Letters were excluded due to an invalid eDoc entry point for entry discount for the entry location and destination**

IMcb	Entry Point Facility	Entry Point Locale Key	Entry Point Discount	Contr. Destn. ZIP Code	Comments
99M200552000000241210	SAINT LOUIS NDC	W17798	DNDC	63299	ZIP not in MDF/LL
99M2013354129B1000076	BROCKTON	V21554	DSCF	028	ZIP/Facility not in MDF/LL
99M899626000000039497	NEW JERSEY NDC	V10697	DNDC	00102	ZIP not in MDF/LL
99M106560SMS10007A3IO	SAINT LOUIS NDC	W17798	DNDC	63299	ZIP not in MDF/LL
99M107747000000061191	SAINT LOUIS NDC	W17798	DNDC	63299	ZIP not in MDF/LL
99M075301000000573949	SAINT LOUIS NDC	W17798	DNDC	63299	ZIP not in MDF/LL
99M075301000000573950	SAINT LOUIS NDC	W17798	DNDC	63299	ZIP not in MDF/LL
99M075301000000574367	SAINT LOUIS NDC	W17798	DNDC	63299	ZIP not in MDF/LL
99M200739TOBE00527095	GREENVILLE P & DC	004291	DSCF	290	ZIP/Facility not in MDF/LL
99M000616000000003760	TAMPA	Y23078	DSCF	331	ZIP/Facility not in MDF/LL
99M075301000000574604	SAINT LOUIS NDC	W17798	DNDC	63299	ZIP not in MDF/LL
99M000520189164100026	NORTH TEXAS	W23331	DSCF	760	ZIP/Facility not in MDF/LL
99M075301000000574848	SAINT LOUIS NDC	W17798	DNDC	63299	ZIP not in MDF/LL
99M075301000000574958	NEW JERSEY NDC	V10697	DNDC	00102	ZIP not in MDF/LL
99M075301000003394250	NEW JERSEY NDC	V10697	DNDC	00102	ZIP not in MDF/LL
99M107712730903010003	SAINT LOUIS NDC	W17798	DNDC	63299	ZIP not in MDF/LL
99M106954178007610023	SAINT LOUIS NDC	W17798	DNDC	63299	ZIP not in MDF/LL
99M106954178007610026	SAINT LOUIS NDC	W17798	DNDC	63299	ZIP not in MDF/LL
99M106954178007610027	SAINT LOUIS NDC	W17798	DNDC	63299	ZIP not in MDF/LL
99M901361001000032367	SAINT LOUIS NDC	W17798	DNDC	63299	ZIP not in MDF/LL

Invalid Entry Point for Entry Discount FAST Mail Directions

In October 2014, 5.94% of the Nation's Full-Service **Standard Flats were excluded due to an invalid eDoc entry point for entry discount for the entry location and destination**

#	Mailer	Excluded Pieces	% of Nation's Exclusions	% of Mailer's Volume Excluded
1		11,135,504	39.42%	2.16%
2		3,432,336	12.15%	2.75%
3		1,635,555	5.79%	3.45%
4		764,800	2.71%	9.13%
5		636,239	2.25%	5.13%
6		440,082	1.56%	3.18%
7		435,992	1.54%	4.09%
8		427,958	1.51%	2.31%
9		395,545	1.40%	10.25%
10		376,957	1.33%	7.51%
11		342,601	1.21%	4.93%
12		321,423	1.14%	8.17%
13		321,039	1.14%	12.16%
14		299,730	1.06%	4.94%
15		299,378	1.06%	2.75%
16		294,982	1.04%	5.14%
17		204,295	0.72%	20.24%
18		195,108	0.69%	5.84%
19		184,128	0.65%	12.31%
20		178,278	0.63%	14.98%

Note: Grouped by eDoc Submitter CRID's corporate entity

Invalid Entry Point for Entry Discount Examples

In October 2014, 5.94% of the Nation's Full-Service **Standard Flats were excluded due to an invalid eDoc entry point for entry discount for the entry location and destination**

IMcb	Entry Point Facility	Entry Point Locale Key	Entry Point Discount	Contr. Destn. ZIP Code	Comments
99M10000000EJ23503264	SAINT LOUIS NDC	W17798	DNDC	63299	ZIP not in MDF/LL
99M10000000EJ23686851	SAINT LOUIS NDC	W17798	DNDC	63299	ZIP not in MDF/LL
99M100250ACKBDN97EGRA	SAINT LOUIS NDC	W17798	DNDC	63299	ZIP not in MDF/LL
99M100250ACKBGT05EGTD	SAINT LOUIS NDC	W17798	DNDC	63299	ZIP not in MDF/LL
99M100250ACKBFH17EGTE	SAINT LOUIS NDC	W17798	DNDC	63299	ZIP not in MDF/LL
99M100250ACKBEL93EGTI	SAINT LOUIS NDC	W17798	DNDC	63299	ZIP not in MDF/LL
99M100250ACKBDE44EGTQ	SAINT LOUIS NDC	W17798	DNDC	63299	ZIP not in MDF/LL
99M100250ACKBHV93EGTW	SAN JOSE	Z22813	DSCF	956	ZIP/Facility not in MDF/LL
99M10000000EJ23180531	KANSAS CITY NDC	W20787	DNDC	64399	ZIP not in MDF/LL
99M100250ACKBJM60EGYH	SAINT LOUIS NDC	W17798	DNDC	63299	ZIP not in MDF/LL
99M100059D19101169427	NEW JERSEY NDC	V10697	DNDC	00102	ZIP not in MDF/LL
99M100059D19101169392	NEW JERSEY NDC	V10697	DNDC	00102	ZIP not in MDF/LL
99M100059D19101169356	NEW JERSEY NDC	V10697	DNDC	00102	ZIP not in MDF/LL
99M10000000EJ23500765	SAINT LOUIS NDC	W17798	DNDC	63299	ZIP not in MDF/LL
99M1065820018980000001	NEW JERSEY NDC	V10697	DNDC	00102	ZIP not in MDF/LL
99M1065820018990000029	NEW JERSEY NDC	V10697	DNDC	00102	ZIP not in MDF/LL
99M100059D19101159705	LOS ANGELES NDC	Z21804	DNDC	90901	ZIP not in MDF/LL
99M9013852200000000603	SALT LAKE CITY ANNEX	Z18841	ASF	84060	ZIP not in MDF/LL
99M1065450000000030522	SANTA CLARITA	Z23707	DSCF	836	ZIP/Facility not in MDF/LL

In October 2014, 1.38% of the Nation's Full-Service **Standard Letters were excluded due to the eDoc entry facility not matching the FAST appointment facility**

#	Mailer	Excluded Pieces	% of Nation's Exclusions	% of Mailer's Volume Excluded
1		2,469,126	7.24%	1.47%
2		1,472,736	4.32%	22.64%
3		1,356,494	3.98%	17.17%
4		1,172,081	3.44%	31.39%
5		1,109,664	3.25%	15.40%
6		1,086,699	3.19%	0.67%
7		1,037,450	3.04%	0.47%
8		1,024,809	3.01%	14.44%
9		971,861	2.85%	0.98%
10		860,694	2.52%	0.61%
11		845,861	2.48%	1.03%
12		819,928	2.40%	6.30%
13		740,470	2.17%	36.35%
14		725,609	2.13%	21.24%
15		689,821	2.02%	100%
16		664,048	1.95%	0.47%
17		597,929	1.75%	13.12%
18		589,053	1.73%	1.01%
19		570,404	1.67%	61.17%
20		546,092	1.60%	1.07%

Note: Grouped by eDoc Submitter CRID's corporate entity

In October 2014, 1.38% of the Nation's Full-Service **Standard Letters were excluded due to the eDoc entry facility not matching the FAST appointment facility**

IMcb	eDoc Locale Key	eDoc Facility	FAST Appt. Locale Key	FAST Appt. Facility
99M049301114830000102	X1A495	PHILADELPHIA NDC	X18801	HARRISBURG
99M049301114860000081	X1A495	PHILADELPHIA NDC	X18801	HARRISBURG
99M049301115155100111	X1A495	PHILADELPHIA NDC	X18801	HARRISBURG
99M049301115155600081	X1A495	PHILADELPHIA NDC	X18801	HARRISBURG
99M049301115155700011	X1A495	PHILADELPHIA NDC	X18801	HARRISBURG
99M049301115432300051	X1A495	PHILADELPHIA NDC	X18801	HARRISBURG
99M049301115432500011	X1A495	PHILADELPHIA NDC	X18801	HARRISBURG
99M049301115540000071	X1A495	PHILADELPHIA NDC	X18801	HARRISBURG
99M106872000000103718	Z24121	LOS ANGELES	Z21804	LOS ANGELES NDC
99M106872000000106142	Z18841	SALT LAKE CITY ANNEX	Z16257	SALT LAKE CITY
99M106872000000106179	Z18841	SALT LAKE CITY ANNEX	Z16257	SALT LAKE CITY
99M106872000000106230	Z18841	SALT LAKE CITY ANNEX	Z16257	SALT LAKE CITY
99M0009740545865328XX	Y22610	ORLANDO	Y22125	JACKSONVILLE NDC
99M107129000000098157	007646	TAMPA L&DC	Y23078	TAMPA
99M000060140926002244	Y26253	MINNEAPOLIS SAINT PAUL NDC	013150	SAINT PAUL
99M000060141018004534	007646	TAMPA L&DC	Y23078	TAMPA
99M0004940421985335XX	007646	TAMPA L&DC	Y23078	TAMPA
99M200725-TC000027424	007646	TAMPA L&DC	Y23078	TAMPA
99M201191000000067023	W12356	CHAMPAIGN	Y17374	GREEN BAY
99M201191000000067470	V27378	SUBURBAN MARYLAND	V24400	SOUTHERN MARYLAND

In October 2014, 1.22% of the Nation's Full-Service **Standard Flats were excluded due to the eDoc entry facility not matching the FAST appointment facility**

#	Mailer	Excluded Pieces	% of Nation's Exclusions	% of Mailer's Volume Excluded
1		1,116,375	14.00%	17.85%
2		542,730	6.81%	53.77%
3		531,872	6.67%	0.43%
4		360,280	4.52%	7.18%
5		332,608	4.17%	0.06%
6		280,837	3.52%	39.11%
7		280,620	3.52%	8.40%
8		241,333	3.03%	1.50%
9		163,307	2.05%	4.39%
10		158,453	1.99%	1.14%
11		157,562	1.98%	53.07%
12		152,293	1.91%	2.65%
13		150,220	1.88%	5.19%
14		133,901	1.68%	25.89%
15		132,228	1.66%	8.50%
16		122,402	1.54%	8.48%
17		105,488	1.32%	1.74%
18		105,087	1.32%	0.97%
19		104,260	1.31%	1.65%
20		101,153	1.27%	0.95%

Note: Grouped by eDoc Submitter CRID's corporate entity

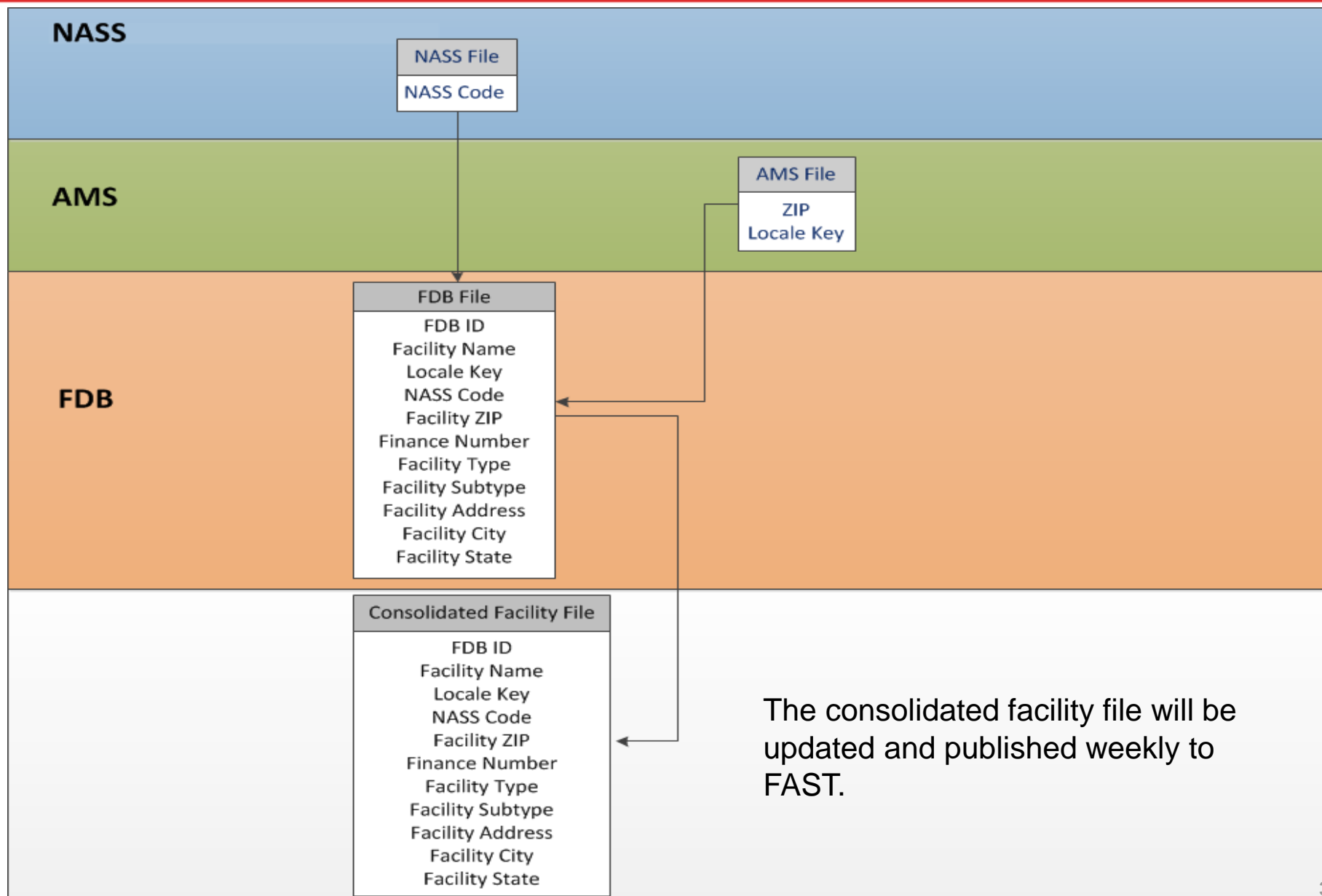
In October 2014, 1.22% of the Nation's Full-Service **Standard Flats were excluded due to the eDoc entry facility not matching the FAST appointment facility**

IMcb	eDoc Locale Key	eDoc Facility	FAST Appt. Locale Key	FAST Appt. Facility
99M898870000000010833	W17797	SAINT LOUIS	W17798	SAINT LOUIS NDC
99M201663000000000577	X25384	KNOXVILLE	008903	CHARLOTTE L&DC
99M906244001000720725	V22551	SPRINGFIELD NDC	013196	SPRINGFIELD LDC
99M107003000000029025	X17255	BLOOMSBURG	V18928	MID ISLAND
99M106612000000027005	Y16330	ROCKY MOUNT	W12399	CHICAGO
99M201706WMI200255125	Y26253	MINNEAPOLIS SAINT PAUL NDC	013150	SAINT PAUL
99M200718000000020098	014226	VAN NUYS FSS	Z23707	SANTA CLARITA
99M1067060000000009N1	W20787	KANSAS CITY NDC	W1B651	KANSAS CITY
99M100136FCCH00018925	Y15460	GREENSBORO NDC	Y15457	GREENSBORO
99M100059PJBO00821399	Y15460	GREENSBORO NDC	Y15457	GREENSBORO
99M1067040000000068529	009713	CHICAGO METRO SURFACE HUB	W12356	CHAMPAIGN
99M106518000000071560	W24129	HOUSTON	W24934	NORTH HOUSTON
99M106518000000071562	W24129	HOUSTON	W24934	NORTH HOUSTON
99M106518000000072881	W24129	HOUSTON	W24934	NORTH HOUSTON
99M106784000000018740	Y22387	MIAMI	011833	SOUTH FLORIDA L & DC
99M106784000000019263	Y22387	MIAMI	011833	SOUTH FLORIDA L & DC

Consolidated Facility File

- A consolidated facility file will be available to mailers as a point of reference for facility identifier data.
- The file will integrate facility data from FDB, NASS, and AMS.
- Below are key attributes that will be included in this file:

FDB ID	Facility Name	Locale Key	NASS Code	ZIP	Finance Number	Facility Type	Facility Subtype	Facility Address	Facility City	Facility State
1372672	MEMPHIS NDC	X25497	38Z	381369997	475665	Network Facilities	Network Distribution Center (NDC/ASF)	1921 ELVIS PRESLEY BLVD	MEMPHIS	TN
1451557	SPRINGFIELD LDC	013196	010PM	011529311	247822	Mail Process	Logistics Distribution Center (LDC, PMA, PMPC)	1800L PAGE BLVD	SPRINGFIELD	MA
1434180	DULLES	V20956	20166	201667533	105014	Post Office	Finance Branch	45005 AVIATION DR STE 120	STERLING	VA
1433370	JACKSONVILLE BMEU	003203	322AA	322164657	114380	Mail Process	Mail Processing Annex (ANX)	3650 SOUTHSIDE BLVD	JACKSONVILLE	FL

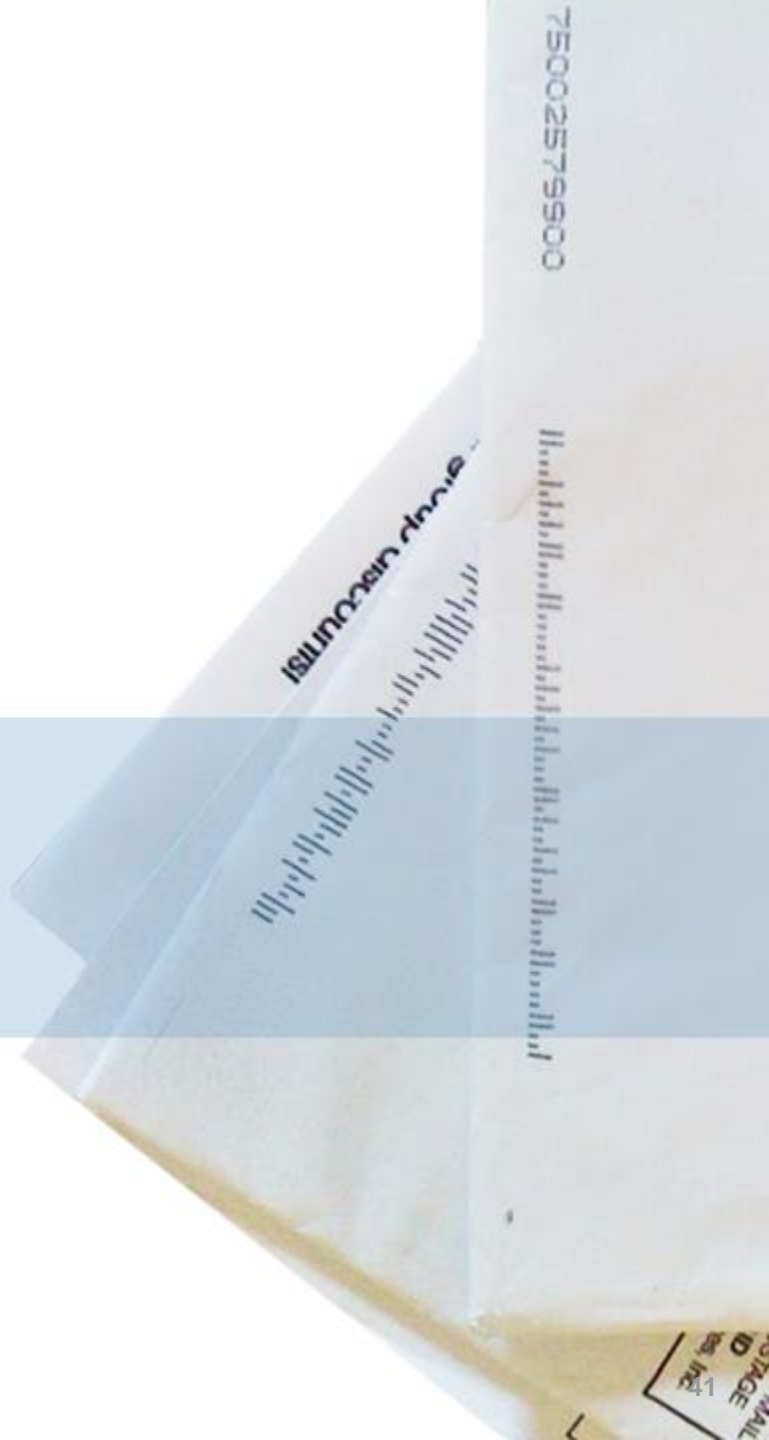


A consolidated facility file will have the data structure represented below

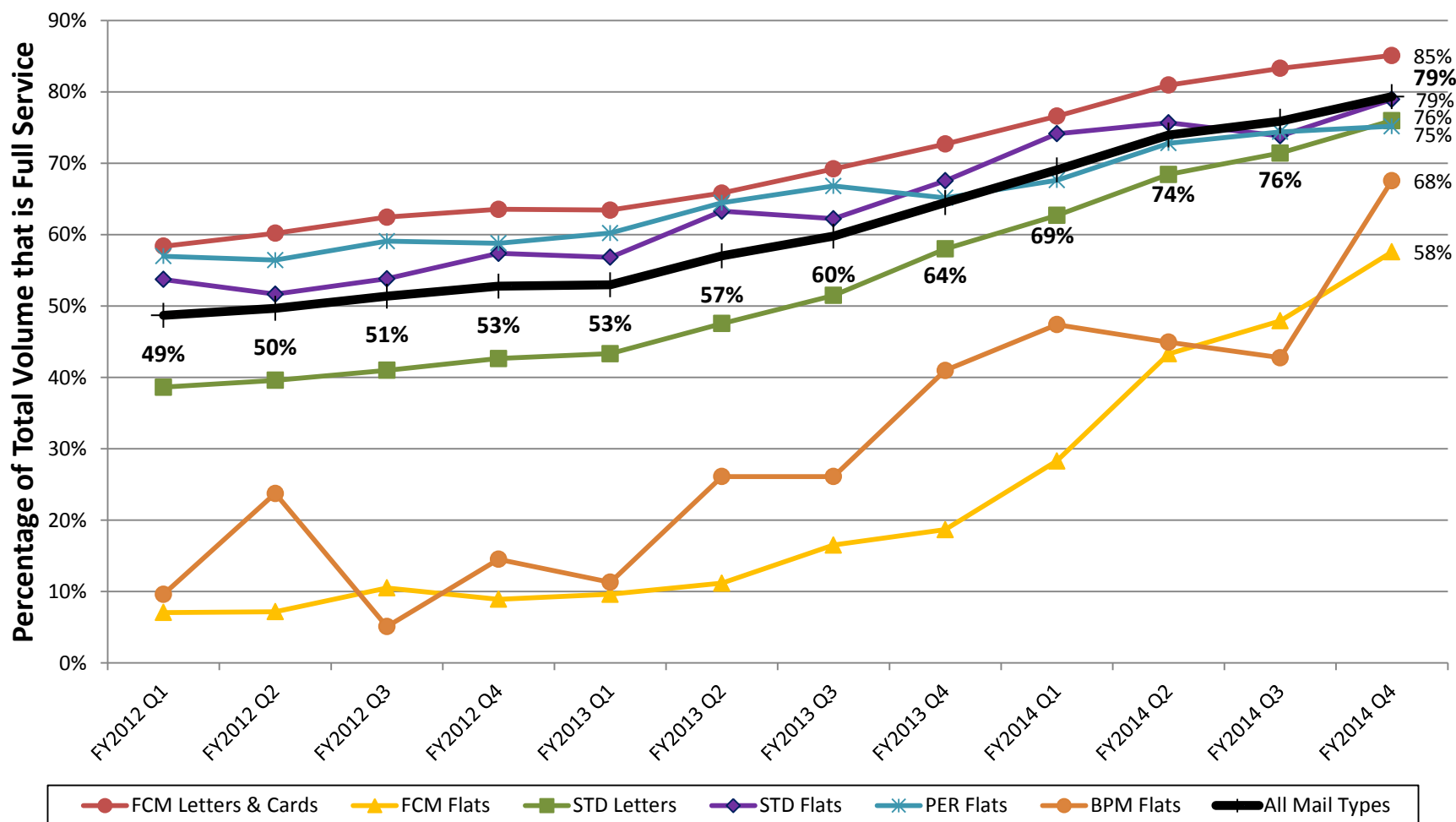
Field Name	Data-type	Max Length
FDB ID	Numeric	7
Facility Name	Alphanumeric	50
Locale Key	Alphanumeric	6
NASS Code	Alphanumeric	5
ZIP	Numeric	9
Finance Number	Numeric	6
Facility Type	Alphanumeric	500
Facility Subtype	Alphanumeric	500
Facility Address	Alphanumeric	80
Facility City	Alphanumeric	30
Facility State	Alphanumeric	2

- AMS data links to FDB data on Locale Key
- AMS provides up-to-date physical ZIP information to FDB
- NASS code exists for all active facility records in FDB
- Facility information received from FDB is complete and accurate

Standard Mail Service Performance

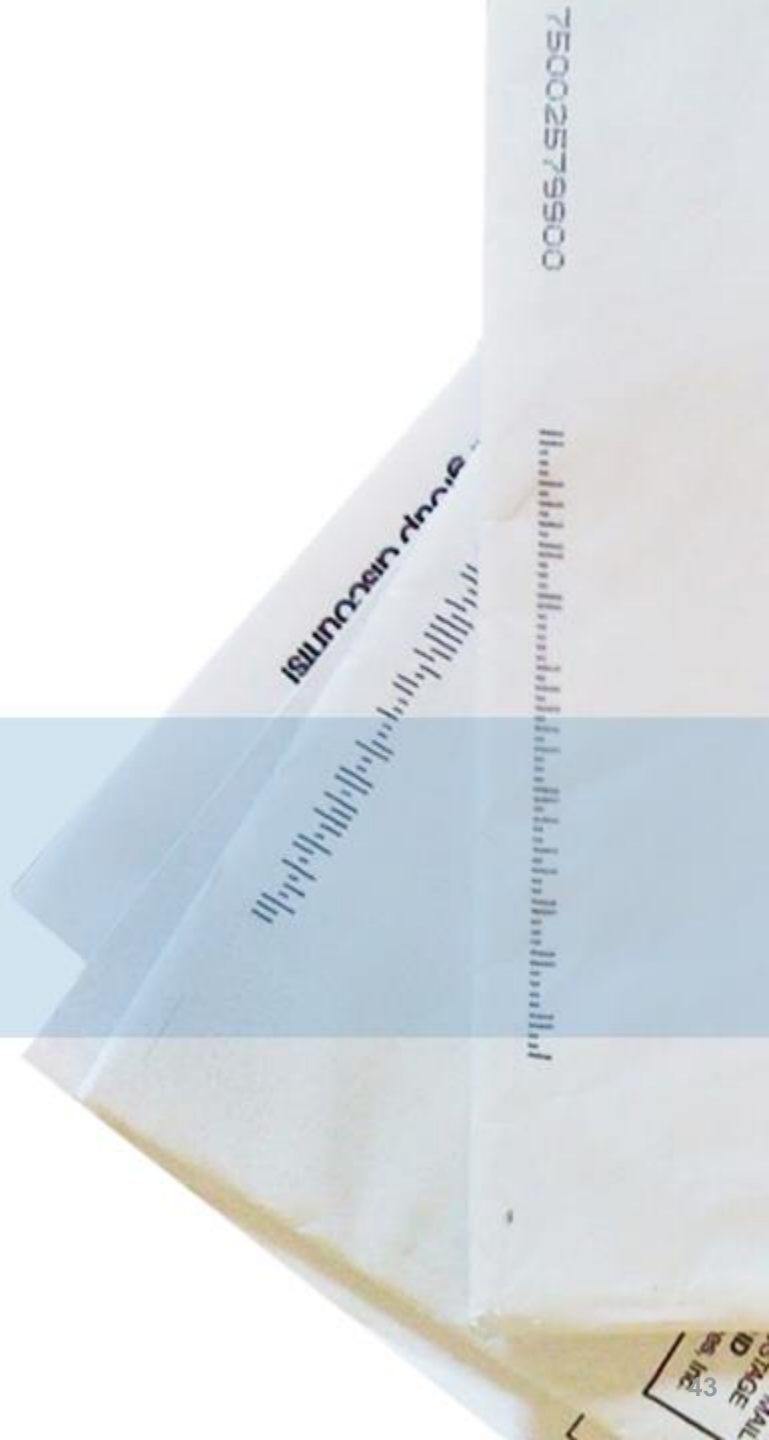


In September 2014, 79% of Commercial mail eligible for Full-Service was Full-Service

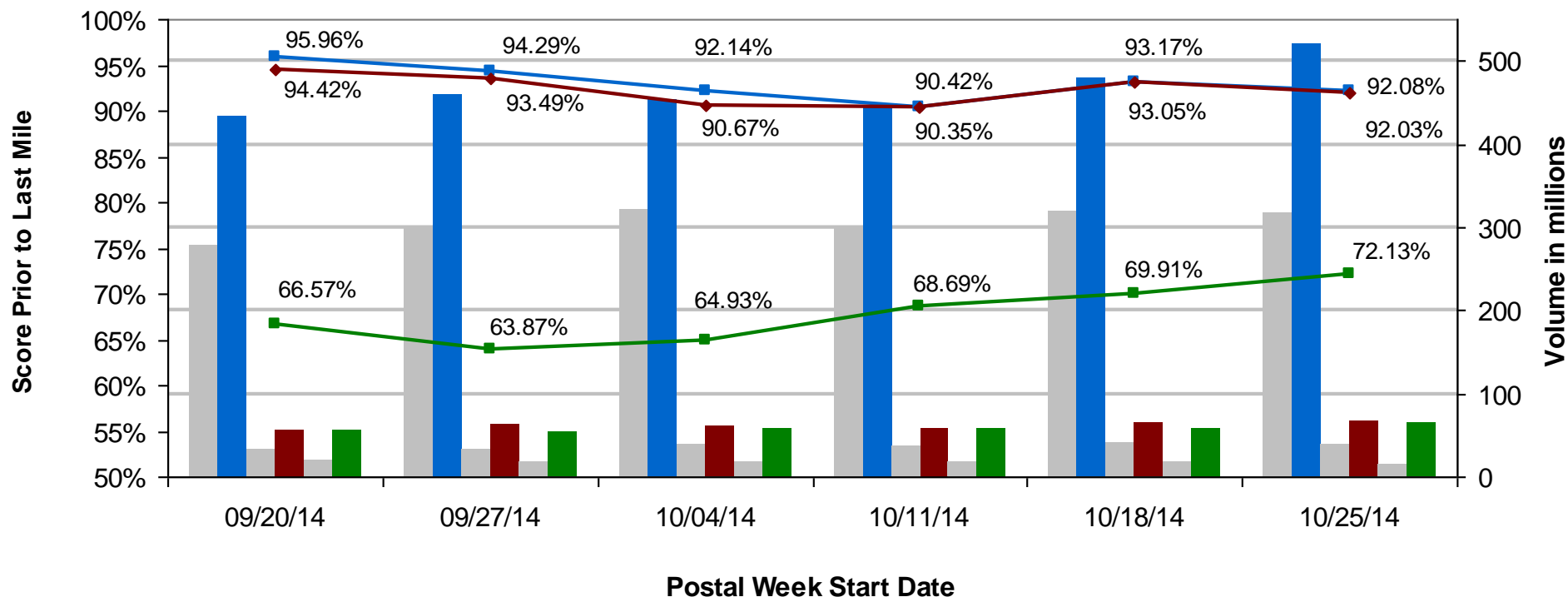


In September 2014, 37% of Permits with Full-Service eligible volume had Full-Service volume

Standard Letters



Standard Mail® (Letters) Score Trend



■ SPLY Volume

■ DSCF - Volume

■ DNDC - Volume

■ End-to-End - Volume

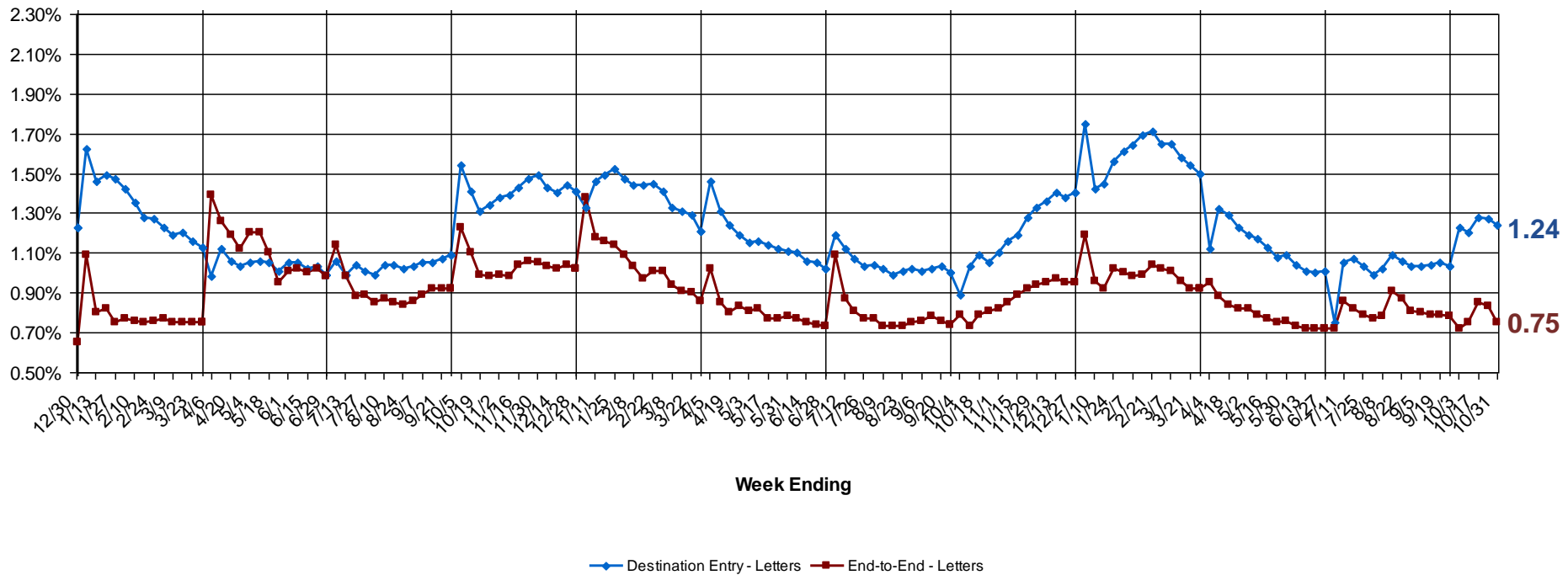
■ DSCF - %

■ DNDC - %

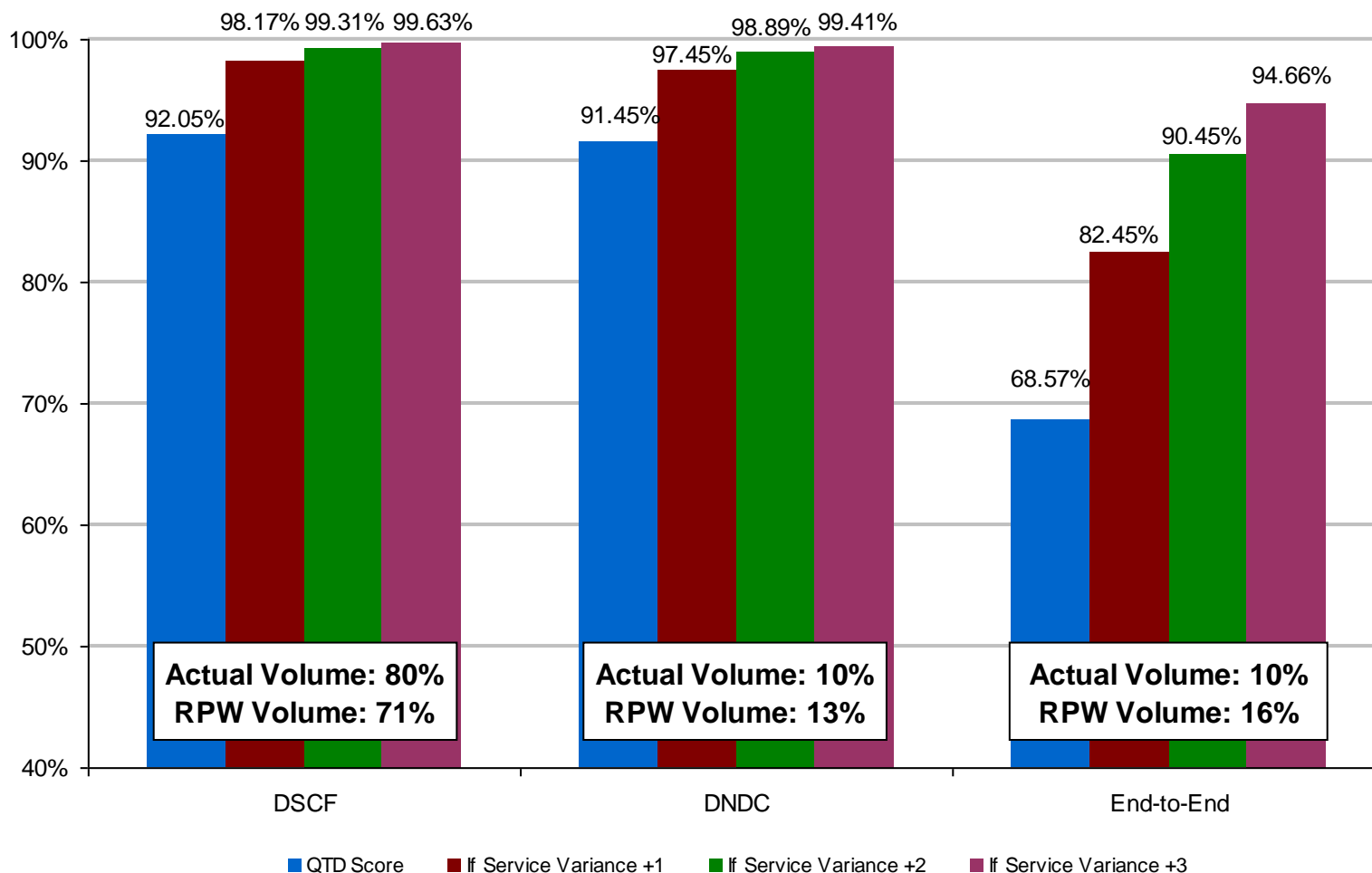
■ End-to-End - %

Q1 TD	Total Pieces Measured	Processing % On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Letters	2,127,905,851	92.05%	-1.23%	90.82%	91.00%	1,442,035,095	47.6%	91.38%	-0.56%
NDC Letters	275,835,824	91.45%	-1.33%	90.12%	91.00%	173,870,616	58.6%	92.19%	-2.07%
E2E Letters	263,887,379	68.57%	-0.75%	67.82%	91.00%	77,914,432	238.7%	66.31%	1.51%
Total	2,667,629,054			87.26%		1,693,820,143	57.5%	87.45%	-0.19%

Destination Entry and End-to-End Last Mile Impacts



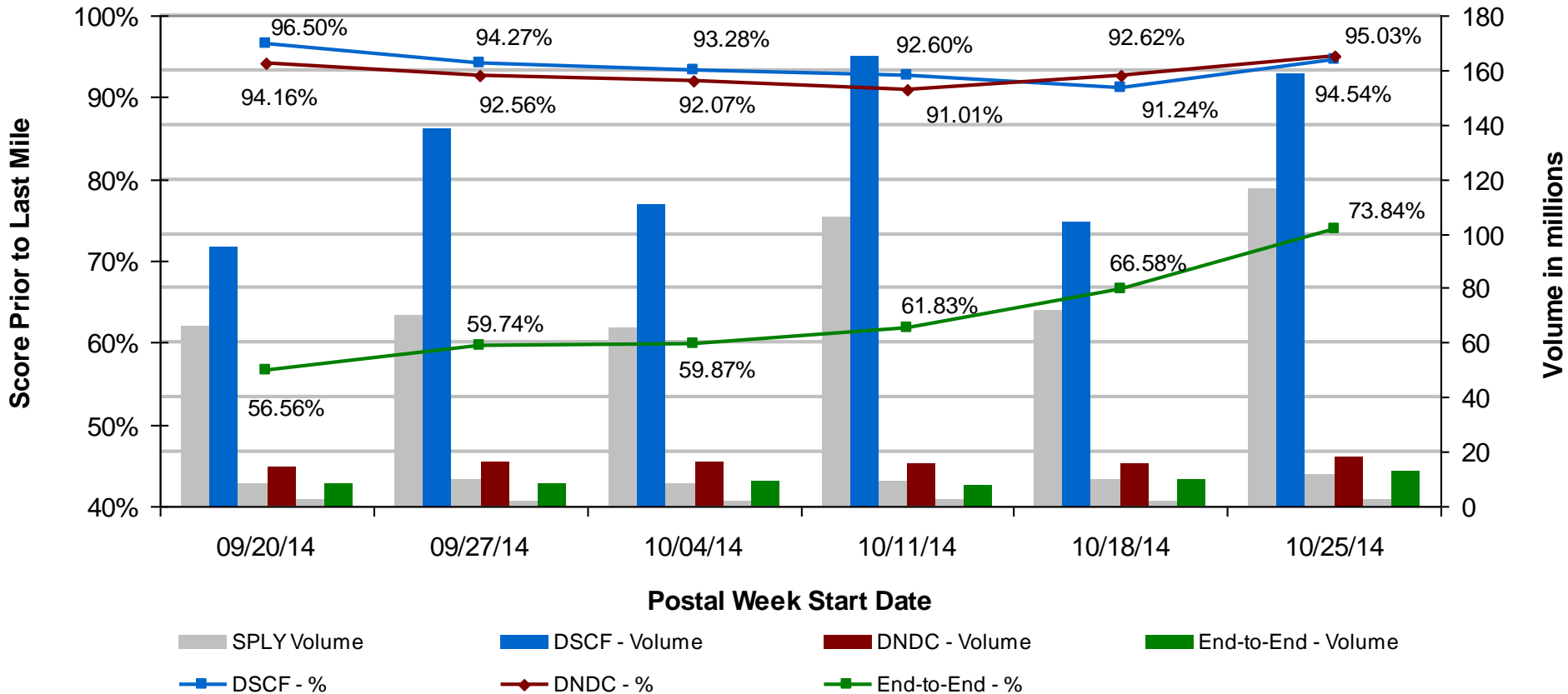
QTD DSCF and DNDC Standard Letters scores would be above 97.45% (prior to last mile), if pieces that failed by 1 day passed



Note: Volumes may not sum to 100% due to rounding.

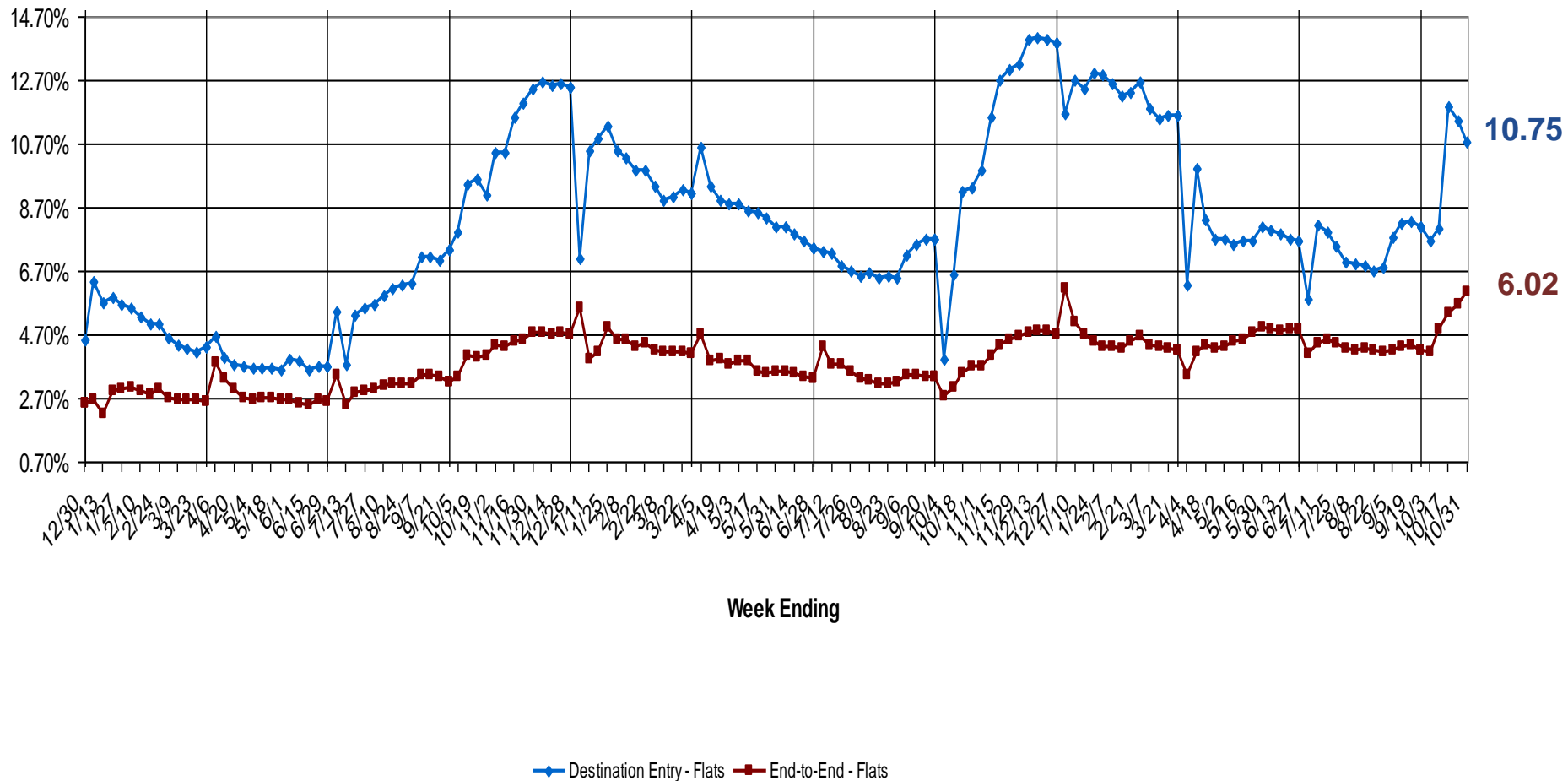
Standard Flats



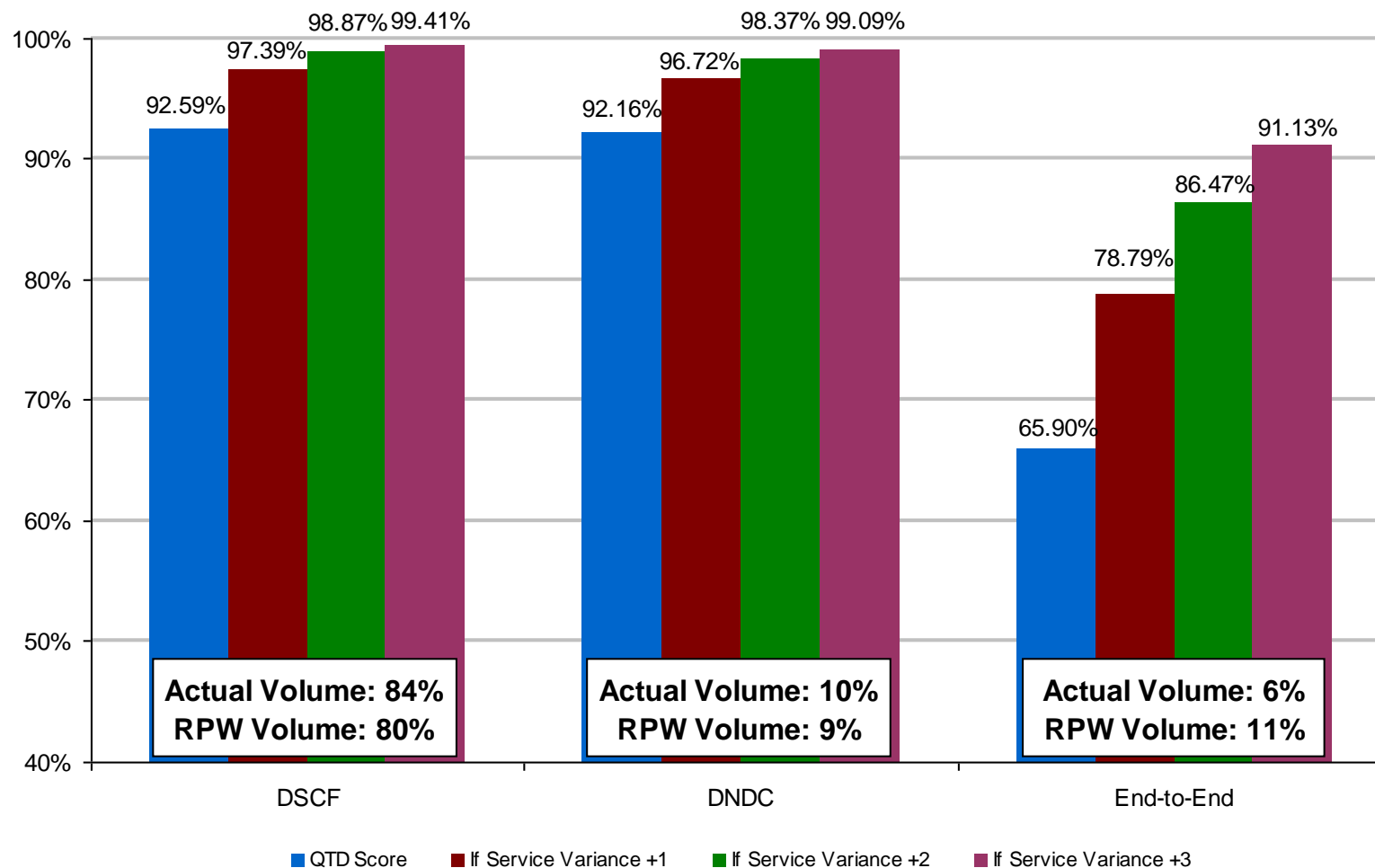


Q1 TD	Total Pieces Measured	Processing % On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score	SPLY Change
SCF Flats	593,496,109	92.59%	-11.14%	81.45%	91.00%	391,179,233	51.7%	81.02%	0.43%
NDC Flats	71,198,568	92.16%	-5.84%	86.32%	91.00%	44,031,681	61.7%	88.49%	-2.17%
E2E Flats	43,256,499	65.90%	-6.02%	59.88%	91.00%	9,875,012	338.0%	58.57%	1.31%
Total	707,951,176			81.68%		445,085,926	59.1%	82.45%	-0.77%

Destination Entry and End-to-End Last Mile Impacts



QTD DSCF and DNDC Standard Flats scores would be above 96.72% (prior to last mile), if pieces that failed by 1 day passed



Note: Volumes may not sum to 100% due to rounding. - DDU mail pieces were not included in the RPW Volume calculation.

Sortation Scheme Tracking

How many carrier route pieces are currently scanned (tracked) and how many are not?

- 73% of the Standard Flats pieces that are in Carrier Route Bundles are scanned (tracked).
 - For Carrier Route Bundles going to FSS Zones 83% of pieces are scanned (tracked)
 - For Carrier Route Bundles going to Non-FSS Zones 69% of pieces are scanned (tracked)
- Future plans to expand bundle visibility scanning at DUs will provide visibility to bundles bypassing automation.

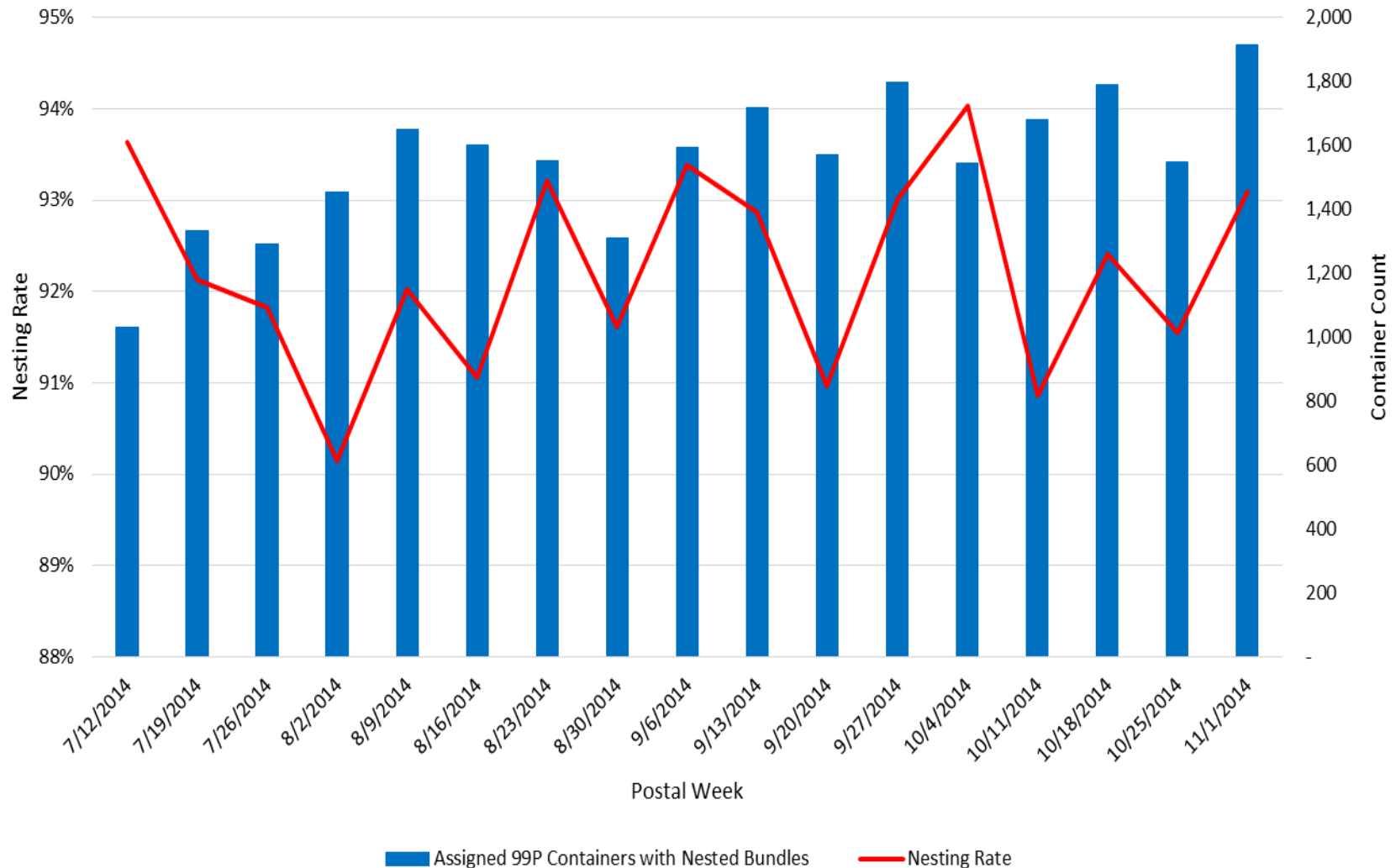
Bundle Visibility

- **Baltimore scanning pilot began in July 2014**
- **Scanning has been monitored daily at the Baltimore Plant and all Delivery Units, with the below results observed**
- **Baltimore Plant Week of 11/1:**
 - 93% of Assigned 99P Containers nested to Bundles
 - 68% of Bundles run on APPS/APBS nested to 99P Containers
 - 87% of Assigned 99P Containers nested to Trailers
- **Delivery Units:**
 - 75% Distributed Scan Compliance
 - 96% Inventory Complete Scan Compliance

Plant Scanning Metrics – Baltimore

99P Containers with Nested Bundles

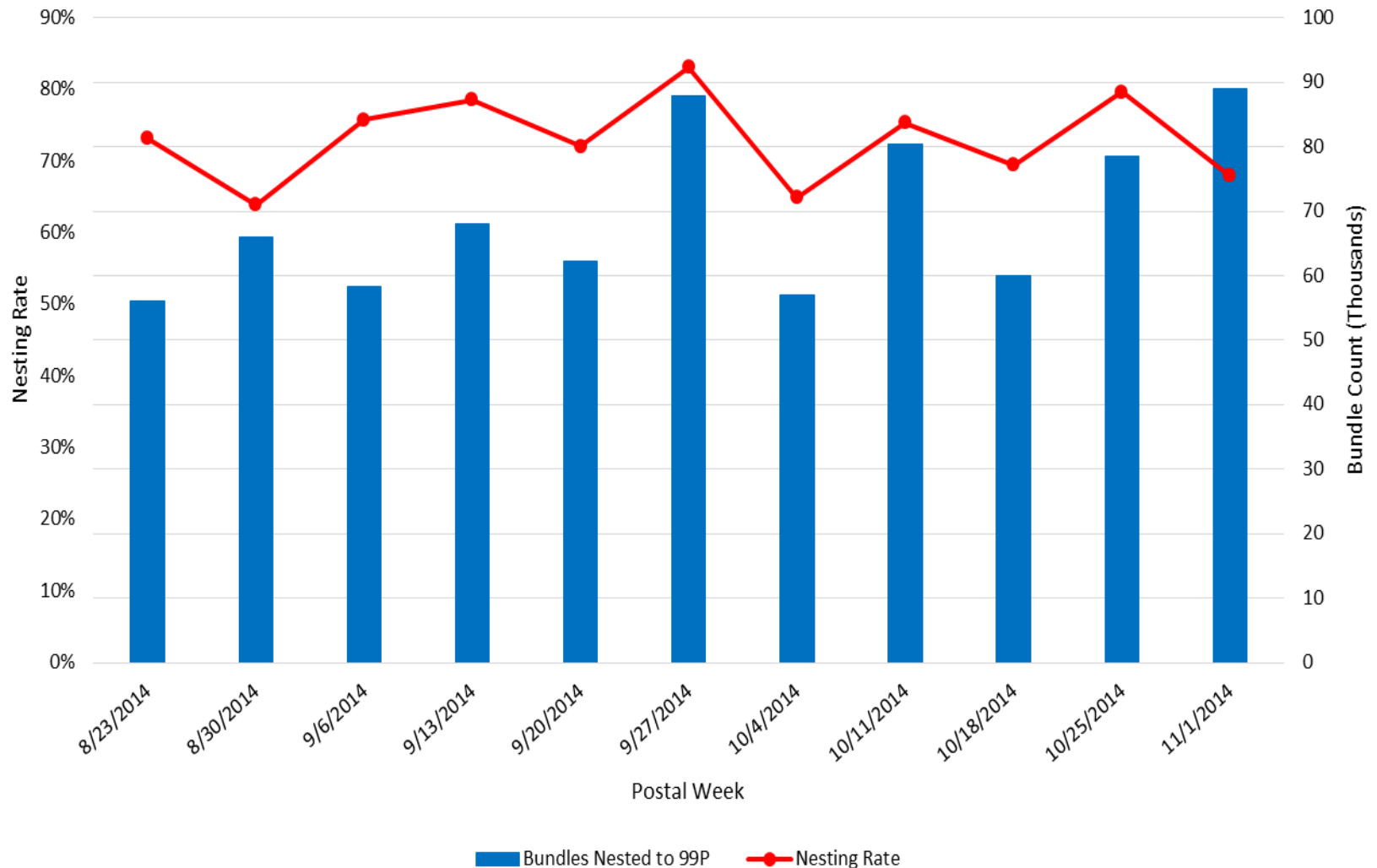
For the week of 11/1 ~93% of Assigned 99P containers are nested to bundles



Plant Scanning Metrics – Baltimore

Bundles Nested to 99P Containers

For the week of 11/1 ~68% of bundles run on APPS/APBS are nested to 99P containers



- **Capital: Baltimore District, 6-28-14**
- **Pacific: Sierra Coastal District, 10-20-14**
- **Southern: South Florida District, 11-17-14**
- **Southern: Suncoast District, TBD**
- **Great Lakes: Greater Michigan, 12-15-14**
- **Northeast: Westchester, 12-17-14**
- **Eastern: Kentuckiana, 12-16-14**
- **Western: Denver, 12-19-14**

- **Next Steps: Onboard rest of country after 1/1/15**

STANDARD LETTER VISIBILITY DECREASING

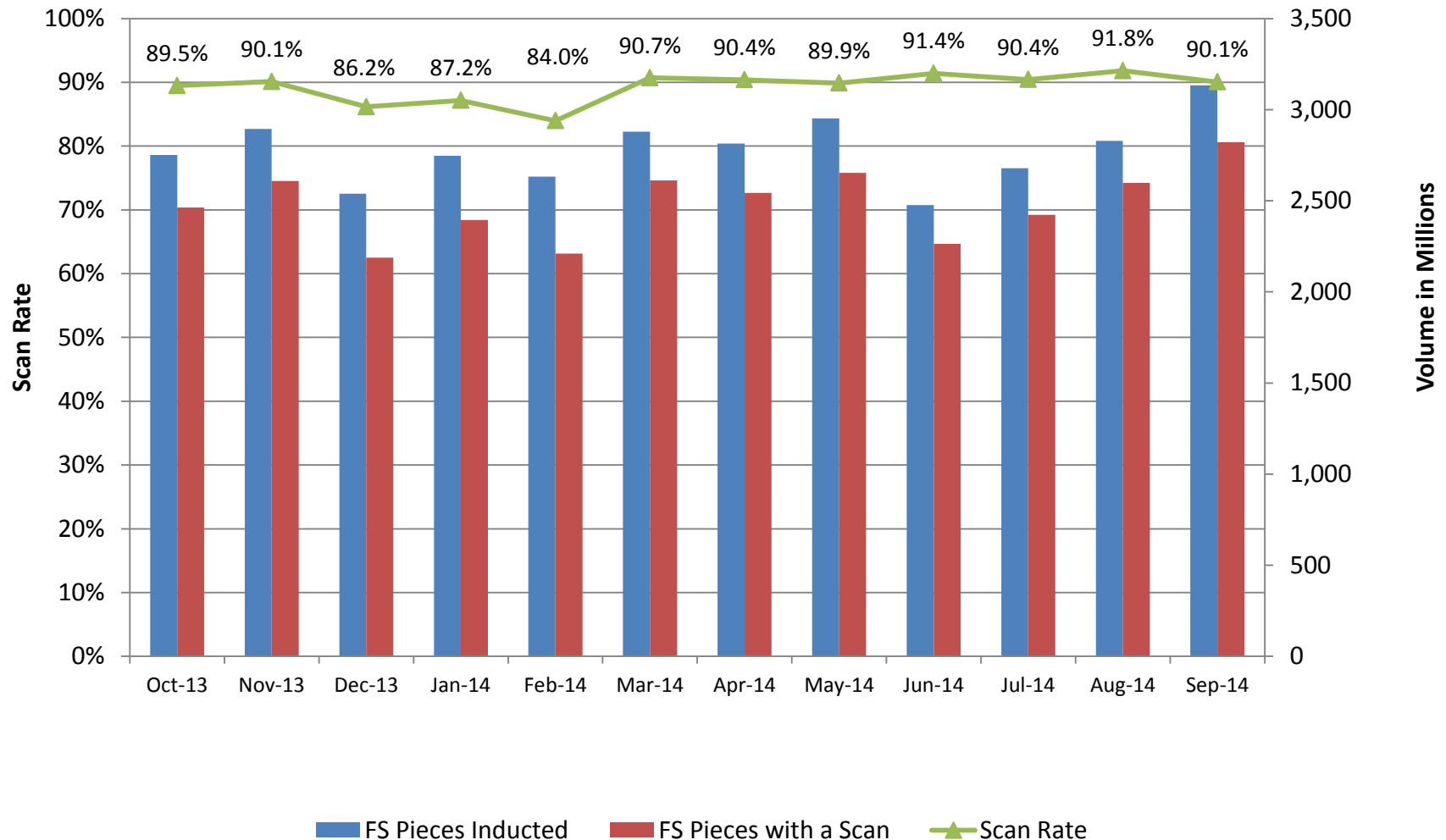
The percent of a mail owner's Standard Letter volume WITHOUT visibility has increased by five percent last quarter (July-Sept) to 18% from 13%. That's disturbing.

What could be causing this? The mail owner's largest MSP moved to the Seamless Acceptance process in August, but that shouldn't have an impact; but it's the only thing that changed.

Has the USPS has seen a decline in the percent within Visibility?

- We are unable to trace the source of the decline percentage quoted above. Standard Letters visibility for July – Sept is approximately 90 - 92% based on the automation scans received.

In September 2014, 90.1% of Standard Mail® Letters received a piece scan.



PHASE II NETWORK RATIONALIZATION IMPACT ON CET

One of the impacts resulting from the January 5, 2015 change to critical entry time (CET) for First-Class mail may require mailers who prepare Origin Entry Standard Mail that rides along with the FCM on USPS trailers to change their eDocumentation to indicate scheduled induction date one day after when it actually enters.

- Federal Register Notice only references Origin Entry Periodicals that ride with FCM on USPS trailers but not Origin Entry Standard Mail.
- Scheduled Induction date is not used for Service Performance Measurement, we are unaware of who provided the direction on how this date should be populated.

Will the USPS change the DMU clerk's cut off times for mail entry?

- There are no CET changes planned for Standard Mail.

Is the CET 8:00 a.m. for First-Class Mail?

- Yes, for First Class Overnight mail only. Please reference subsequent slides for additional information on CETs.

Address Management Updates



- **UAA Cost Study**
 - The FY2014 UAA Study annual update will be posted in mid-December
 - Scheduling of a new UAA Cost Study is still undetermined
 - Potential in 3rd/4th Quarter of FY2015 after the deployment of FPARS
 - Cost and resources being evaluated
- **Electronic Product Fulfillment**
 - As of November 13th:

License Type	EPF Participants by Licensee	Total Number of Licensees	Total Percentage	Comments
NCOA ^{Link} Full Service	22	22	100.0%	
NCOA ^{Link} Limited Service	181	184	98.4%	2 licensees are recertifying
NCOA ^{Link} End User Mailer	89	93	95.7%	
NCOA ^{Link} MPE	155	155	100.0%	
DPV	35	35	100.0%	
DSF ²	16	16	100.0%	
AMS API	103	103	100.0%	3 licensees are not renewing their licenses
LACS ^{Link}	44	44	100.0%	
Suite ^{Link}	43	43	100.0%	
RDI	137	148	92.6%	Anticipate remainder of licensees to convert after their RDI file ages to 105 days
Total as of Nov 13, 2014	825	843	97.9%	

- **NCOA^{Link} Audit by the USPS OIG**
 - **OIG cited the security of the NCOA^{Link} data to protect customer information as a potential issue**
 - **There has been no breach of data in NCOA^{Link}**
 - **The USPS is very confident in the security currently built into NCOA^{Link}**
 - **USPS committed to evaluate the SHA cryptographic hash function**
 - **Change in SHA usage has significant impact on DPV and all Link products**
 - **Vendor collection and management of Processing Acknowledgement Forms deficient**
 - **Working with Information Technology and Privacy Office to review options for centralized storage of PAF information**



Informed Visibility



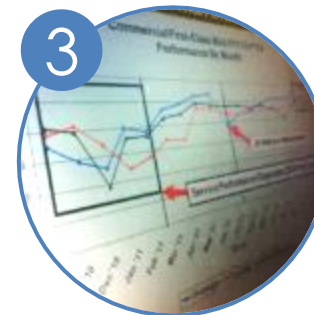
November 2014



Event driven
real-time
**SERVICE
PERFORMANCE
MEASUREMENT**
for all mail.

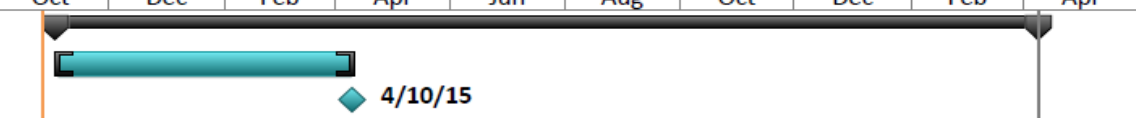


Event driven
real-time
**MAIL INVENTORY
AND PREDICTIVE
WORKLOADS**



Event driven
real-time
**MAIL TRACKING
AND REPORTING**



Task Name	Start	Finish	Q1 '15			Q3 '15			Q1 '16			Q3 '16
			Oct	Dec	Feb	Apr	Jun	Aug	Oct	Dec	Feb	Apr
Deployment Activities	11/3/14	4/8/16										
Release 1 Development & Testing	11/3/14	4/10/15										
Software Release 1	4/10/15	4/10/15										
Release 2 Development & Testing	11/28/14	7/10/15										
Software Release 2	7/10/15	7/10/15										
Release 3 Development & Testing	4/6/15	10/9/15										
Software Release 3	10/9/15	10/9/15										
Release 4 Development & Testing	6/26/15	1/8/16										
Software Release 4	1/8/16	1/8/16										
Release 5 Development & Testing	10/5/15	4/8/16										
Software Release 5	4/8/16	4/8/16										

Discussion & Questions